



Frequently Asked Questions (FAQ)

BDS Gateway

Individuals and Families



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BDS mission: *“To connect people with disabilities and their families to resources and supports to live their best life.”*

ONLINE APPLICATION

- How much will the application cost me to submit?
 - *BDS does not charge a fee to submit an application.*
- Will there be BDS fact sheets/checklists or other related information available for individuals and families to access?
 - *The BDS webpage currently houses several fact sheets on our services, including a checklist of what to expect when submitting an application for the Family Support Waiver. The BDS Gateway will contain links to these resources as well as resources to guide you through using the online application.*
- Will there be directions to explain how to fill out the application?
 - *When you access the online application, there will be instructions as well as information on what will be required to submit the application online. In addition, a pre-recorded video walkthrough of submitting an application will also be available for reference.*
- Do I need to have an Access Indiana account to submit an application?
 - *No, an Access Indiana account is not required to submit an application for BDS services. Having the Access Indiana account and logging into it from the application landing page does provide benefits such as: saving and resuming the application later, having a dashboard to view all submitted applications and managing documents on submitted applications.*
- How do I describe my disability?
 - *This section of the application is to give BDS a very basic idea of how the disability affects a person's life. This can include areas of life such as communication, mobility, learning, self-direction, independent living skills, and self-care. During an intake interview, the applicant and service coordinator will discuss this in more detail.*
- What happens if I don't have an SSN available at the time of application?
 - *A social security number or an individual tax identification number (ITIN) is required to submit an application in the BDS Gateway. If a social security number or ITIN is not available, the applicant will need to obtain the social security number or ITIN to complete the online application or contact the local BDS office ([BDS District Offices](#)).*
- Can the application be submitted without a social security number and call back in later with the number?
 - *A social security number or an individual tax identification number (ITIN) is required to submit an application in the BDS Gateway. If a social security number*

or ITIN is not available, the applicant will need to obtain the social security number or ITIN to complete the online application.

- Will partial applications be allowed to be submitted? Is it all or nothing approach?
 - *There are parts of the application that are required to be completed before the application can be submitted. The list of required information is included with the instructions at the start of the application.*
- I am currently homeless and staying with friends. Can I still apply?
 - *Yes. The application will ask where you live, and you can select 'Homeless' in the list of options.*
- Can I have someone, like my doctor or teacher, fill out an application for me?
 - *You may have someone to help you with the application but the individual and/or their legal guardian must submit an electronic signature at the end of the application. If you need assistance with filling out the application your local BDS office is available to assist.*
- Will individuals/families receive notification via email when the entire application is complete?
 - *Once submitted, a message confirming successful submission of the application will be displayed. Individuals/families will have the opportunity to print their application at the time of application submission and are encouraged to do so for their records. At this time, an email will not be sent to the individual/family after successful submission of the application. If you are unsure if your application was successfully submitted, you may contact your local BDS District office to confirm.*
- After I submit my application, am I able to make updates to the application?
 - *If you need to update any information in the application, you should contact your local BDS District office ([BDS District Offices](#)).*
- How do I receive help with using the BDS Gateway system?
 - *Additional assistance may be obtained by contacting the local BDS District office ([BDS District Offices](#)).*
- How do I find out the status of my application?
 - *The BDS District office will be able to provide status of an application. A representative from the BDS District office will be in contact within 15 days of application submission.*
- What should I do if I have not heard from the BDS District office after 15 days?
 - *If you have not received contact from BDS after 15 days, please contact the BDS District Office ([BDS District Offices](#)).*

- How do I know my SSN and HIPAA information are being protected?
 - *The BDS Gateway is HIPAA compliant which includes encryption of SSN. The system is required to meet the security requirements outlined by the Indiana Office of Technology (IOT).*
- Will I receive a copy of my application?
 - *You will have the ability to print the application upon successful submission and is advised to do so. If you were logged into Access Indiana at the time of submission, you can download a copy of the application from the Gateway Dashboard.*
- Will this new convenient online portal also include the application for Vocational Rehabilitation employment services as well as the waiver and other services?
 - *The BDS Gateway will only include the application for BDS services which includes BDS waivers and supervised group living.*

DOCUMENTS

- Will I have the ability to upload any documents?
 - *The BDS Gateway supports the uploading of the Confirmation of Diagnosis and Authorization for Disclosure documents.*
- Are the documents required to be uploaded when I submit my application?
 - *No, uploading documents during the online application submission is optional.*
- How do I get the other necessary documentation to BDS?
 - *You will be contacted within 15 days of submission. At that time, we will inform you of any additional documentation needed to complete your application and the best way to submit that information.*
- How can I obtain a Confirmation of Diagnosis form?
 - *The Confirmation of Diagnosis form can be obtained from the DDRS website (<https://www.in.gov/fssa/ddrs/information-for-consumers/forms/>) You will be contacted within 15 days of submission of application and at that time the BDS District staff will inform you on the steps to submitting the completed form to*
- Will there be a way for families to see what the time frame of applications currently being invited to the waiver is (i.e. something that says January 2025 applications are currently being invited)?
 - *The BDS Gateway is an additional avenue to submit an application for BDS services and will not contain any information related to the waitlist or waiver invitations.*

TRAINING/RESOURCES

- Will there be an FAQ section for individuals and families to access?
 - *The BDS Gateway will contain links to resource documents.*

- Are there any training videos that highlight the features of the BDS Gateway system?
 - *A pre-recorded video walk through of submitting an application will be available for reference.*