



NHTD/TBI Initial Service Plan (ISP) Process

Important Things to Note:

- The NHTD/TBI Medicaid Waiver Program is a **non-medical** and **non-emergency needs** program.
- The NHTD/TBI Enrollment process is **very intensive** and has a lot of moving parts.
- The Regional Resource Development Center (RRDC) provides all NHTD/TBI Waiver Enrollment Approvals via the Initial Service Plan (ISP) submitted by A1 Service Coordination (AISC).
- The NHTD/TBI Enrollment process typically takes **three (3) to six (6) months** without any barriers that could delay enrollment, such as MLTC enrollment, lack of medical records, missing documents, inability to secure providers, etc.
 - **All barriers to timely enrollment will be reported to you and/or your designated representative by a member of the AISC team immediately.**
- The AISC Team are **experts** in TBI/NHTD enrollment and make every effort possible to expedite this process.

Below is NHTD/TBI Enrollment Process:

1. The Service Coordination Agency Selection (SCAS) form choosing A1 Service Coordination is signed by **you** and submitted to the Regional Resource Development Center (RRDC) by **you**.
2. The RRDC signs the SCAS giving AISC permission to work with you.
 - *Please note that AISC **cannot** begin the ISP process without permission from the RRDC.*
3. The AISC Enrollment Team works with you to complete and submit the ISP to the RRDC within **60 days** of receiving the signed SCAS. During the 60-day timeframe:
 - **You** submit all supporting documents (see attached) to AISC via email, fax, or mail.
 - **You** provide supporting medical records justifying the need for NHTD/TBI Waiver services to AISC via email, fax, or mail **OR** AISC will request from your medical provider with permission via the Authorization for Release of Health Information Pursuant to HIPAA form (see attached).
 - **You** choose your waiver provider/s and waiver service/s. *AISC will provide help with securing waiver providers and services; however, **the choice is yours**.*
 - **AISC writes all ISP documentation/forms required by the RRDC/DOH.**
 - **You** review all ISP documentation/forms written by AISC and provide permission to submit by signing where required.
4. AISC submits your ISP to the RRDC for review within 60 days of SCAS approval.
(Please note that you will receive confirmation with a copy of the ISP via email/mail)
5. The RRDC reviews the ISP within **14 days** of submission.
 - *AISC will continue to follow-up with the RRDC to inquire about the status of the review/approval and provide updates to you via email/phone. **Any concerns regarding the delay should be directed by you to the RRDC.***
 - The ISP will either be approved **or** the RRDC will send corrections/revisions to AISC.
6. If the RRDC sends corrections, AISC has **7 days** to return the requested corrections to the RRDC.
7. The RRDC will review the ISP revisions/corrections within 7 days of the submission.
 - Please note that AISC makes every effort possible to provide the requested corrections/revisions to the RRDC in **One (1) submission** to avoid a back-and-forth revision cycle.
8. The RRDC will provide the Notice of Decision (NOD) approving NHTD/TBI Waiver enrollment to AISC.
 - Enrollments for applicants enrolled on Managed Long-Term Care (MLTC) Medicaid is the **1st of the month**.
 - Enrollments for applicants **not** enrolled on a MLTC Medicaid can be **any day of the month**. The effective date will be coordinated by AISC with you and your Waiver Service Providers.
9. AISC will inform you and your Waiver Team of the Approval by providing a copy of the approved Initial Service Plan including the Notice of Decision for NHTD/TBI Waiver Enrollment.
10. AISC will schedule a meeting for you with the AISC On-Going Service Coordination team to discuss your needs, goals, waiver services, etc. and prepare you for NHTD/TBI Waiver Enrollment.

A1 Service Coordination
7 Skyline Drive, Suite 350, Hawthorne, NY 10532
Main: 914-429-4574 / Fax: 914-690-8172
www.a1servicecoordination.com