



Welcome! We are so happy you're here!

Thank you for selecting A1 Service Coordination to be your Service Coordination agency. We are excited to help you through the enrollment process. To officially choose A1 Service Coordination as your Service Coordination Agency, you must sign the enclosed Service Coordination Agency Selection (SCAS) and return to the Regional Resource Development Center (RRDC). We cannot send it in for you. This is to protect your choice, which is something we here at A1 Service Coordination are adamant about protecting. Once the RRDC receives the signed Service Coordination Agency Selection (SCAS) form from you, the RRDC will send it back to A1 Service Coordination for our signature. A1 Service Coordination will return the signed Service Coordination Agency Selection (SCAS) to the RRDC, so we can receive permission to work with you and/or your family member.

Once we receive that permission, our Enrollment Team will actively begin working on the Initial Service Plan (ISP) process. Because the Waiver Program is not a program of "emergency needs," there is a very intensive enrollment process that has a lot of moving parts. Trust that we will walk you through the steps and streamline the process as much as possible for you. Once A1 Service Coordination is given permission by the RRDC via the SCAS form to begin working with you or your loved one, our Enrollment Team will actively work to put all the pieces of the puzzle together to submit the ISP to the RRDC within the 60-day time frame that is allotted to the Service Coordination agencies by the Department of Health. During that time, the SC team will continue to reach out to you via your preferred method of contact (phone, email, and/or text) to update you on the progress being made and let you know what assistance may be needed from you.

If for any reason during the Initial Service Plan process, we hit any barriers, such as inability to secure home care services, inability to secure to other waiver services, inability to secure housing, inability to secure medical records, for example, we will immediately notify you of the delay and our next steps.

Our Enrollment Team's contact information is listed below:

Amanda Truffi-Nash, Director of Enrollment

Office: (914) 429-4574 Ext 1001

Cell: (914) 429-4611

Email: amanda@a1servicecoordination.com

Jennifer DiBenedetto, Executive Director

Office: (914) 429-4574 Ext 1000

Cell: (914) 429-4678

Email: jenn@a1servicecoordination.com

Once we gather the required Waiver Program documents/information, determine Waiver Program eligibility via medical records, secure requested Waiver or Non-Waiver Services, and get to know you or your loved one a bit better, an On-going Service Coordinator from our On-Going Service Coordination Team will be assigned to work with you. Until then, the Initial Service Plan Process will be overseen by our Enrollment Team.



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**For the development of the Initial Service Plan, the Enrollment Team will need the below
(Please note that enrollment onto the waiver cannot be processed without these documents):**

- List of current medications
 - Name of medication/reason for taking/dosage/frequency
 - Include all medications, including topical medications, eye drops, inhalers, etc.
- Name of all doctors/specialists/providers providing care and their phone numbers
 - This is required so we can request medical records and input the information onto the Initial Service Plan
- Medical records that show proof of current disabilities
 - Medical records will be requested once we have medical provider contact information and the signed Consent to Release from you (which is included in the Welcome Packet)
- Copy of Medicaid Card
- Copy of Medicare Card (if applicable)
- Power of Attorney (if applicable)
- Health Care Proxy (if applicable)
- Legal Guardianship (if applicable)
- Copy of Trust binder/documents (proof of trust), if applicable
 - This is if there is a Medicaid Spenddown/Surplus
 - The amount of the monthly Spenddown/Surplus is needed, as well.
- Copy of Social Security Card
- Copy of Driver's License or Picture ID (Passport, Non-Driver ID, etc.)
- Copy of Birth Certificate
- Copy of Social Security Award Letter(s)
- Copies of all sources of income (amount/type):
 - Social Security (Award Letter)
 - Supplemental Security Income
 - Other, such as Pension, IRA, etc.
- MLTC denial letter stating that the MLTC will not increase/change approved hours (if applicable).
Please note that we cannot submit the ISP without the most recent denial for an increase in home care hours from the MLTC. If you do not have one, please reach out to your MLTC caseworker to request. If you need our assistance, please let us know. We are happy to help.

Methods to return the above forms (originals not required):

Email: amanda@alservicecoordination.com

Fax: 914-690-8172

Mail: A1 Service Coordination

7 Skyline Drive, Suite 350, Hawthorne, NY 10532



Welcome! We are so happy you're here!

If you have any questions about the Initial Service Plan process, please feel free to reach out to any member of the Enrollment Team. We thank you for your understanding and patience during the Initial Service Plan process and we are here to answer questions and resolve concerns as best we can. We are happy to help you.

Warmly,



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