

FREQUENTLY ASKED QUESTIONS

REQUEST FOR ADDITIONAL SERVICES (“UNDERSERVED”) LIST PROCESS

February 21, 2014

Overview: On January 31, 2014, the Kansas Department for Aging and Disability Services (KDADS) mailed a letter with an enclosed form to Individuals with intellectual and/or developmental disabilities who are receiving Home and Community Based Services and in the past, have requested additional services. Those persons were placed on an “underserved” waiting list at that time. This letter was sent to those who were identified in BASIS as being “underserved.” This letter does not apply to those who are not receiving any of the HCBS-IDD services such as in home supports, day supports or residential supports. If an individual is only receiving TCM services, they are not on the “underserved.” The purpose of this document is to provide responses to persons (including their friends and family) as well as I/DD system stakeholders, to some frequently asked questions we have received regarding the letter and the confirmation letter that were sent to these persons.

1. Will this be my only chance to get additional services?

Response: **No.** You do not have to accept services now if you do not want them or need them now, you can wait and request an additional service(s) from your MCO at the time you need it.

2. How should I plan for changes in the future?

Response: Your person-centered planning meetings will provide the best opportunities for discussions about your future support needs. If there will be upcoming changes in your life such as graduating from school or moving to a new home, the person-centered plan should be updated to capture those anticipated changes and the types of supports you will need at the time those changes occur. Having your Targeted Case Manager and Care Coordinator from your chosen MCO participate in those meetings will help them develop and update your Integrated Service Plan that will identify both the needed HCBS and non-HCBS supports you will need to be successful in the community.

3. Can my ISP be changed when needed?

Response: **Yes.** The plan should be changed or updated as needed to reflect your current support needs.

4. What happens if I do not return the Verification Form?

Response: You will still be assessed in the next six months. However, even if your current supports are meeting your needs and you anticipate they will for the future, we would ask that you return the form. Over the next six months the State will be contacting every person that received the letter to ensure their needs are being met.

5. What happens if I return the Verification Form and mark that I am satisfied with my services and all of my needs are being met? What if my needs change later?

Response: You will still be assessed in the next six months. Your ISP can be changed, as needed, to meet your assessed needs. The Care Coordinator and TCM will work together to monitor your services and ensure you are receiving the services you need when you need them

6. Who do I contact if I have questions?

Response: If you have questions about the letter and form, please contact KDADS for assistance. You may reach us at 785.296.3473. If you have questions about her services and changes in your circumstance, please contact your Targeted Case Manager or Managed Care Organization’s Care Coordinator.