



*"People
helping people
help
themselves"*

Michael R. Pence, Governor
State of Indiana

Division of Disability and Rehabilitative Services
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To: Division of Disability and Rehabilitative Services Providers and Stakeholders
From: Nicole Norvell, Director, DDRS
Re: Waiver Program Adjustments
Date: January 15, 2014

In an effort to ensure that each of its consumers receives superior services in the most efficient manner possible, the Division of Disability and Rehabilitative Services (DDRS) is taking immediate action to compress the length of time it takes for a family who has accepted a Medicaid Home and Community Based Waiver to begin to receive case management services. This letter will outline these efforts and explain some priority changes that are being made in the short term.

Following a recent evaluation prompted by our mission to improve efficiency and quality in the delivery of services, DDRS has identified a productivity issue that it is already in the process of addressing. DDRS has discovered that, due to past practices, several individuals and/or families are experiencing delays at various points in the process. These are individuals or families who have indicated an interest in services after receiving waiver targeting letters.

FSSA Secretary Debra Minott, DDRS Director Nicole Norvell and their staff are placing a greater emphasis on customer service and administering the programs under DDRS with vastly improved timeliness and accuracy. Therefore, efforts are being concentrated immediately to move impacted individuals through the process as quickly as possible so they may access needed services. In addition, further evaluation is underway to better understand the issues that have caused these barriers. As a result of these focused efforts and as a way to avoid compounding the issues, DDRS is temporarily suspending the current targeting practices until a vast majority of those currently accepted to a waiver program are receiving case management services and until it can be assured that services can be delivered in a more timely manner going forward.

DDRS recognizes that the solution to these concerns requires broad system input and engagement. The Division has sought feedback and assistance from INARF, The Arc of Indiana, and case management organizations on ideas for both short and long term solutions and to ensure services are available from the provider network. We will continue to work with and accept feedback from all stakeholders as we endeavor to achieve our goals of providing quality and efficient service to Hoosiers. If you have questions regarding the waiver adjustments please call DDRS at 1-800-545-7763.

