

Memorandum

TO: Care Coordination Organizations (CCO)
Developmental Disabilities Regional Offices (DDRO) Directors

FROM: Abiba Kindo, Deputy Commissioner, Regional Offices

DATE: July 15, 2021

SUBJECT: Service Authorization Notice of Decision (NOD.09)

The purpose of this memorandum is to notify Care Coordination Organizations (CCO) and OPWDD Developmental Disabilities Regional Offices (DDRO) of a change in how OPWDD will notify individuals/representatives and CCOs of service authorization decisions made by OPWDD.

Upon receiving a Request for Service Authorization (RSA) or Service Amendment Request Form (SARF), the local DDRO makes a determination on services and amounts authorized and issues a response. Presently, this response takes the form of a Service Authorization Letter (for individuals new to OPWDD) or the DDRO Response Form (for individuals seeking an amendment to their OPWDD services).

Effective September 1, 2021, these forms will be replaced by a Service Authorization Notice of Decision (NOD.09).

The DDRO will send the NOD.09 directly to the person/representative and copy the CCO in response to all service authorization requests whether a person is new to OPWDD services or is seeking an amendment to their existing OPWDD services.

The NOD.09 will list the services and amounts that are authorized, not authorized, reduced or terminated and will provide information and guidance on how to appeal the decision.

There are no changes to how requests for services are made. CCOs will continue to submit a Request for Service Authorization (RSA) for new individuals and a Service Amendment Request Form (SARF) for those seeking service amendment according to current practice.

Trainings for Care Coordination Organizations and OPWDD Regional Offices have been scheduled for the dates and times below. Further information will follow on how to register.

- OPWDD Regional Offices: Thursday, July 29, 2021 10:00am – 12:30pm
- Care Coordination Organizations: Thursday, August 5, 2021 11:30am – 12:30pm