

# Application & Enrollment Guide for OPWDD Services

## Applying for OPWDD Services – the Front Door Process

New York State’s Office for People with Developmental Disabilities (OPWDD) evaluates applications for intellectual / developmental disabilities services and supports, determines eligibility, authorizes those services and supports, and funds them through Medicaid.

- **Contact the OPWDD Front Door information line** (see below). ***Be sure to request Medicaid Service Coordination.*** Also called Service Coordination, or MSC, it is simply Medicaid case management. An MSC will help you throughout the application and enrollment processes, and later, while your child is receiving services.

- **Select and contact an MSC agency** – your child’s school or a program agency can help.

- **Provide current evaluations, or obtain new ones** (medical, psychological and psychosocial). The school, the MSC agency, or a program agency, can help with obtaining any new evaluations needed, and with sending them to OPWDD’s Front Door.

- **Attend a Front Door informational session.** ***Be sure to obtain a certificate of attendance.*** For a session schedule, call your borough’s Front Door Information Line (see below).

- ***After having obtained an MSC, and having attended a Front Door session, contact the Front Door Information Line (see below) to schedule a phone intake.*** The call will include you, your MSC, and a Front Door Facilitator. Be prepared to describe your child’s functional challenges, preferences, and capabilities. You will receive a service plan in the mail -- once the service plan is agreeable to all and filed with OPWDD, the evaluation phase ends – you have “gone through the Front Door.”

## Selecting OPWDD Programs and Services – the Enrollment Process

- Submit the evaluations to OPWDD to obtain a Level of Care eligibility document. The school or the MSC can assist with the eligibility process.

- With your MSC, identify appropriate programs and services ***of the types approved in the OPWDD service plan.*** Contact agencies to schedule intake meetings / tours.

- Once you have identified a program or service with which you feel comfortable, ***and the agency agrees to serve your child,*** the MSC will file the application materials with OPWDD.

## Front Door Information Lines

Bronx (718) 430-0757

Brooklyn (718) 642-8576

Manhattan (646)766-3220

Queens (718) 217-6485

**Contact Mary Tejada (929)-237-7222**