

## Requesting Innovations Waiver/IDD Services/Mental Health Services

Partners Health Management: 1-833- 780- 2587

See Road Map:

<https://www.partnersbhm.org/wp-content/uploads/partners-registry-of-unmet-needs-roadmap.pdf>

Vaya Health:

The following Link will help you to answer your questions about Innovations Waiver/Registry of Unmet Needs/IDD Services/Mental Health Services:

<https://www.vayahealth.com/benefits-services/intellectual-developmental-disabilities/nc-innovations-waiver-registry-unmet-needs/>

How to ask for:

- Innovations Waiver Services
- To be placed on the Registry of Unmet Needs
- IDD Services
- Mental Health Services

Call Vaya Health at: 1-800-849-6127

A Member Services Representative will answer the phone and ask you for information about your child:

Child Name, DOB

Diagnosis

Suggested Script:

“I have called to ask for Innovations Waiver Services. I would like to make an appointment to speak with the Registry of Unmet Needs Coordinator to help me with the next steps to have my child considered for Innovations Waiver Services and to be placed on the Registry of Unmet Needs. I would also like to request any IDD services my child may be eligible to receive at this time.”

Note: “IDD Services” may also be referred to as “B3” or “state-funded” services.

The Member Services Representative will schedule an appointment for a phone screening and ask for your child’s records to be sent in, which may include:

- Psychological Evaluation that included Adaptive Skills and IQ
- IEP (Individual Education Plan)
- School Evaluations (e.g., speech, OT, PT, psychoeducational, etc.)
- Medical Records stating diagnosis
- Legal Guardianship documentation (if individual is at least 18 years of age)
  - Sending both the oldest and the newest documents is helpful.
- Therapy Records (from any other sources of private therapies)

You may also request **Mental Health Services** for your child during this call. The Member Service Representative will help you determine if your child needs an appointment scheduled or if the current situation may need to be addressed with Crisis Services.