The Division has established this SCA communication protocol to assist Support Coordination Agencies (SCA) in navigating the Division, and to provide direction, clarification and effective support around the delivery of Support Coordination services.

### DDD Support Coordination Unit

**Support Coordination Help Desk:** [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us)

For general inquiries and assistance (e.g., submission of birth information for iRecord, requests for expedited plan reviews with reason listed) and referrals that must be vetted through the SC Unit (SOS Forms, ICM Referral or Residential Transfer Referral). **NOTE: Do not attach any documents when emailing this Helpdesk.**

**Support Coordination Quality Assurance Specialist (QAS)**

Each SCA is assigned a Division Quality Assurance Specialist (QAS) to provide training, technical assistance and quality improvement feedback to SCA Supervisors; audit Individualized Service Plans (ISPs); monitor SCA service delivery; and provide clarification of specific Supports Program and CCP-FFS policies and procedures.

**Support Coordination Monitor**

Division Monitors review and approve ISPs for unreleased SCAs and audit ISPs for released SCAs; provide quality improvement feedback on ISP and PCPT development; review monthly monitoring tools to ensure follow-up on outstanding issues; and provide case consultation when an SCA has submitted an SOS Form and is in need of this type of guidance or support.

### Referrals

**SOS (Seeking Out Support) Form**

An SOS Form should be uploaded to iRecord with separate email submitted to the (SC) Help Desk ([DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us)) when a SCA needs direction on addressing/resolving individual case-specific issues and/or to seek Division approval to place an ISP in Review to Inactive status. **NOTE: do not attach the form to your email.** Upon review of the form, the Division will assign a Monitor to provide instruction. The SOS Form should **NOT** be used when an SCA knows what to do or to report information to the Division.

**ICM (Intensive Case Management) Referral**

An Intensive Case Management (ICM) Referral should be uploaded to iRecord with separate email submitted to the SC Help Desk when an individual/guardian is requesting emergency enrollment in the Community Care Program (CCP) for out-of-home placement or an in-home CCP budget. **NOTE: do not attach the form to your email.** Other than being reached on the CCP Wait List, the only way an individual can be determined CCP eligible is to meet the ICF-ID level of care (LOC) and demonstrate an ongoing emergent need for the CCP service(s). The ICM Referral should **NOT** be used when an individual is already enrolled in CCP.

**Residential Transfer Referral (RTR)**

A Residential Transfer Referral (RTR) should be uploaded to iRecord with separate email submitted to the SC Help Desk when an individual enrolled in CCP and living alone, with family, or in a licensed setting (or his/her guardian) requests to move to a new/different licensed setting. **NOTE: do not attach the form to your email.** Upon review of the Referral, the SCA will receive referral opportunities known to the Division’s Community Development Units (CDU). In addition to the RTR, the SC must reach out directly to provider agencies to inquire about vacancies within the FFS system (the RTR can be
used as a cover sheet for the referral package). In situations where a residential provider is requesting to discharge an individual supported by their agency, the provider **MUST** contact the Division directly at DDD.PPMU@dhs.state.nj.us.

**Community Transitions Unit (CTU)**
Following an individual’s admission to a state psychiatric hospital for greater than 30 days or a skilled nursing facility for greater than 90 days, the case will be considered for transfer to the Community Transitions Unit. The SC should complete a SOS form, upload to iRecord, and send an email to the SC Helpdesk requesting to put ISP in review to inactive status. If a referral to CTU is warranted, we will direct to complete a Case Review form.

**DDD Resource Team**- provides support to staff and families, assists with implementation of doctor’s orders, and provides workshops. Referral form and instructions can be found on the [DDD website](https://www.dds.state.nj.us). Submit completed referrals to Sara.Irizarry@dhs.state.nj.us

1. **Speech Pathology Referral**
   Request a consultation when an individual is experiencing issues with swallowing, mealtime behavior, weight loss, concerns regarding tube feedings, problems with speech, communication, hearing or hearing aids.

2. **Referral for Consult by a Behaviorist**
   Provides assistance to the behaviorist employed by the residential or day service, helps with behavior support plans

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**Assistance and DDD Email Help Desks**

**HELP DESK TIPS:**
- Use these descriptions to identify the correct Help Desk and **REFRAIN** from emailing multiple Help Desks at once.
- For all email, the use of a specific and succinct subject lines (SOS, ICM Referral, Request for retro-active payment, etc.) will help to direct your email to the appropriate entity and expedite a response. Always include the DDD ID# to assist with tracking.

**NJCAT Reassessment Requests:** DDD.DDPIAssessmentRequests@dhs.state.nj.us  
(Requests is plural)
Requests for NJCAT reassessment should be submitted to the DDPI Assessment Request Help Desk. Be sure to include a copy of the completed NJCAT and indicate on the assessment (or have the individual/guardian indicate) where it is felt there is a discrepancy between the original response and the individual’s current level of need. Include the name, phone and email of the NJCAT respondent/informant and also include any documentation that may support the request.

**Fee-For-Service Help Desk:** DDD.FeeForService@dhs.state.nj.us
For any questions related to the new fee-for-service system, requests for Tier Assignment Letters and to report PPL-related issues.

**ISP Retroactive Changes Helpdesk:** DDD.ISPRetroactivechanges@dhs.state.nj.us  
**New!**
For the submission of Retroactive Change Request Forms when retroactive changes are needed to an ISP.

**IT Requests Help Desk:** DDD.ITRequests@dhs.state.nj.us
For reporting IT-related issues; if unsure whether the issue is an IT issue, vet first through your agency QAS. For submission of changes to SC staff emails or phone numbers in irecord.

**Medicaid Eligibility Help Desk:** DDD.MedElighelpdesk@dhs.state.nj.us
If an individual is denied Medicaid, or Medicaid is terminating, contact the Medicaid Eligibility Help Desk immediately. You should submit a Medicaid Troubleshooting Form with all required information and as much detail as possible, as well as the letter received from the Medicaid Office. If a letter was not received, the family/individual should contact their local Social Security office for SSI or local Board of Social Services for NJ Medicaid.
MLTSS Referral Help Desk: DDD.MLTSSreferral@dhs.state.nj.us
For questions about or requests for assistance with MLTSS referrals.

PPL-related Issues
PPL-related issues should be submitted to PPL following PPL’s reporting guidelines which can be found at: http://www.publicpartnerships.com/programs/newjersey/ddd/documents/NJ%20Programs%20Customer%20Service%20Information%20and%20Escalation.pdf.
➢ We also recommend copying DDD.FeeForService@dhs.state.nj.us on PPL-related issues.

Provider Help Desk: DDD.ProviderHelpdesk@dhs.state.nj.us
Can be used by Support Coordination Agencies to report learned or observed issues with Provider Agencies. Can change emails and phone numbers at the agency level but cannot change SC staff emails and phone numbers in irecord. Any request to change SC staff emails or phone numbers in irecord must go to DDD.ITREQUESTS@dhs.state.nj.us

Provider Performance and Monitoring Unit Help Desk: DDD.PPMU@dhs.state.nj.us
For general inquiries and assistance and for the submission of Provider Discharge requests.

Service Approval Help Desk: DDD.ServiceApprovalHelpDesk@dhs.state.nj.us
For questions and inquiries regarding the status of service approvals.

SCA Selection Form Help Desk: DDD.SCAChoice@dhs.state.nj.us
For submitting SCA Selection Forms and any questions or to report issues with SCA assignments.

Supports + PDN Help Desk: Ddd.Sppdn@dhs.state.nj.us
For transitions from MLTSS to SP+PDN, Options Counseling, Aging out (21+ and enrolling in SP+PDN) and NOEA inquiries; can also assist with Non-DAC issues/inquiries.

SCU Escalating Problems/Issues

Urgent Matters may necessitate contact with the Division. Please use the following Chain of Command:

SUPPORT COORDINATION – MONITORING

Unit Directors
Kate Honigfeld  Kate.Honigfeld@dhs.state.nj.us  856.770.5117
Anne Lacey  Anne.Lacey@dhs.state.nj.us  973.977.6162

Assistant Director
Penny Johnson  Penny.Johnson@dhs.state.nj.us  732.863.4505

SUPPORT COORDINATION – QUALITY ASSURANCE

Assistant Director
Maureen McCarthy  Maureen.McCarthy@dhs.state.nj.us  856.770.5492
*For information on the Quality Assurance Specialist assigned to a Support Coordination Agency, please send your inquiry to the DDD SC Helpdesk.

Director, Support Coordination Unit
Cheryl Betz  Cheryl.Betz@dhs.state.nj.us  973.927.2662

Director, Community Services Case Management, Support Coordination and Family Support
Mariana Pietrunti  Mariana.Pietrunti@dhs.state.nj.us  973.977.2115
Interim Voucher Submissions

After ensuring the upload of supporting ISP/MMT, submit completed Interim Voucher forms to:

State of New Jersey
DHS – Division of Developmental Disabilities
1 Laurel Drive
Flanders, NJ 07836
ATTN: Georgia Valvano / Anne Ruffin

Office of Risk Management – Unusual Incident Reporting

All incident reporting forms and instructions for UpDoc:
https://www.nj.gov/humanservices/ddd/services/support_coordination.html

Plainfield UIR UNIT DDD-CRU.UIRS@dhs.state.nj.us
Counties Served: Bergen, Essex, Hudson, Passaic, Somerset, and Union
Main Office #: 908-561-4587
Supervisor of Unit: John Frade  Telephone: 908-412-7766

Trenton UIR UNIT DDD-CRL.UIRS@dhs.state.nj.us
Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren
Main Office #: 609-292-1903
Supervisor of Unit: Ivy Lipton  Telephone: 609-633-7782

Mays Landing UIR UNIT DDD-SRO.UIRS@dhs.state.nj.us
Counties Served: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem
Main Office #: 609-476-5080
Supervisor of Unit: Carol Smith  Telephone: 609-476-5231

Administrative Oversight

Flanders Office DDD-NRO.UIRS@dhs.state.nj.us  Main Office #: 973-927-2111
Lauren Chodack, Assistant to ORM Chief  Telephone: 973-927-2642

Office of Risk Management- After Hours On Call Notifications

<table>
<thead>
<tr>
<th>COUNTIES</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morris, Sussex, and Warren</td>
<td>973-927-2600 (Flanders)</td>
</tr>
<tr>
<td>Bergen, Hudson, and Passaic</td>
<td>973-977-4004 (Paterson)</td>
</tr>
<tr>
<td>Bergen, Essex, Hudson, Passaic, Somerset, and Union</td>
<td>908-226-7800 (Plainfield)</td>
</tr>
<tr>
<td>Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren</td>
<td>609-292-1922 (Trenton)</td>
</tr>
<tr>
<td>Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem</td>
<td>609-476-5200 (Mays Landing)</td>
</tr>
</tbody>
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DDD Abuse/Neglect Hotline: 1-800-832-9173 [Hotline Cube: 609-633-7816]
Supervisor of Unit: Jennifer Manning  Telephone 609-633-7536

Statewide Child Registry (SCR) Telephone #: 877-NJ-ABUSE (877-652-2873)
Office of Ombudsman Telephone #: 877-582-6995 Fax: 609-943-3479

Other Resources

DDD Website: www.nj.gov/humanservices/ddd/home
DDD Provider Search Database: https://irecord.dhs.state.nj.us/ProviderSearch
Archived DDD Webinars: www.nj.gov/humanservices/ddd/resources/webinars.html
DDD Support Coordination Page: www.nj.gov/humanservices/ddd/services/support_coordination.html
Boggs Center Support Coordination Resource Page: http://njsupportingcommunitylives.org/support-coordination/

DDD Communications: DDD.Communications@dhs.state.nj.us