
CHAPTER 32: NEW OPPORTUNITIES WAIVER

TABLE OF CONTENTS

PAGE(S) 6

NEW OPPORTUNITIES WAIVER

TABLE OF CONTENTS

SUBJECT	SECTIONS
OVERVIEW	32.0
COVERED SERVICES	32.1
Individual and Family Support	
Individual and Family Support – Day	
Individual and Family Support – Night	
Shared Supports	
Sharing Supports among Roommates	
Sharing Supports among Non-Roommates	
Transportation	
Place of Service	
Standards	
Service Exclusions	
Service Limitations	
Authorization for Worker to Exceed 16-Hour Service Limitation	
Reimbursement	
Center-Based Respite	
Transportation	
Standards	
Service Exclusions	
Service Limitations	
Reimbursement	
Community Integration Development	
Shared Supports	
Transportation	
Standards	
Service Limitations	
Reimbursement	
Residential Habilitation – Supported Independent Living	
Place of Service	
Standards	
Service Exclusions	
Service Limitations	

CHAPTER 32: NEW OPPORTUNITIES WAIVER

TABLE OF CONTENTS

PAGE(S) 6

- Reimbursement
- Substitute Family Care
 - Standards
 - Service Exclusions
 - Service Limitations
 - Reimbursement
- Day Habilitation
 - Transportation
 - Place of Service
 - Standards
 - Service Limitations
- Supported Employment
 - Types of Supported Employment Services
 - Individual Placement or One-to-One Model
 - Follow Along
 - Mobile Work Crew/Enclave
 - Transportation
 - Place of Service
 - Standards
 - Service Exclusions
 - Service Limitations
 - Reimbursement
- Employment-Related Training
 - Transportation
 - Standards
 - Service Exclusions
 - Service Limitations
 - Reimbursement
- Environmental Accessibility Adaptations
 - Standards
 - Service Exclusions
 - Service Limitations
 - Authorization to Exceed Cap
 - Reimbursement
- Specialized Medical Equipment and Supplies
 - Standards
 - Service Exclusions
 - Service Limitations
 - Authorization to Exceed Cap
- Personal Emergency Response Systems
 - Standards
 - Service Limitations

CHAPTER 32: NEW OPPORTUNITIES WAIVER

TABLE OF CONTENTS **PAGE(S) 6**

Reimbursement	
Professional Services	
Psychological Services	
Social Work Services	
Nutritional/Dietary Services	
Standards	
Service Exclusions	
Service Limitations	
Reimbursement	
Skilled Nursing	
Shared Supports	
Standards	
Service Exclusions	
Service Limitations	
Authorization to Exceed 12-Hour Skilled Nursing Service Cap	
Reimbursement	
One Time Transitional Expenses	
Standards	
Service Exclusions	
Service Limitations	
SELF-DIRECTION OPTION	32.2
RECIPIENT REQUIREMENTS	32.3
Request for Services Registry	
Inactive Status	
Verifying Request Date	
Level of Care	
Discharge Criteria	
RIGHTS AND RESPONSIBILITIES	32.4
Freedom of Choice of Program	
Notification of Changes	
Participation in Care	
Freedom of Choice of Support Coordination and Service Providers	
Voluntary Participation	
Compliance with Civil Rights	
Quality of Care	
Grievances/Fair Hearings	
Rights and Responsibilities Form	

CHAPTER 32: NEW OPPORTUNITIES WAIVER

TABLE OF CONTENTS **PAGE(S) 6**

SERVICE ACCESS AND AUTHORIZATION **32.5**

- Provider Selection
- Prior Authorization
- Post Authorization
- One Time Transitional Expenses
- Changes
 - Changing Direct Service Providers
 - Prior Authorization for New Service Providers
 - Changing Supported Independent Living Providers
 - Changing Support Coordination Agencies

PROVIDER REQUIREMENTS **32.6**

- Other Provider Responsibilities
- Support Coordination Providers
- Direct Service Provider Responsibilities
 - Individualized Service Plan
 - Back-up Planning
 - Emergency Evacuation Planning
- Residential Habilitation – Supported Independent Living Provider Responsibilities
- Day Habilitation Provider Responsibilities
- Supported Employment Provider Responsibilities
- Employment Related Training Provider Responsibilities
- Professional Services – Psychological Provider Responsibilities
- Skilled Nursing Services Provider Responsibilities

STAFFING REQUIREMENTS **32.7**

- Individualized and Family Support
- Residential Habilitation – Supported Independent Living
- Substitute Family Care

RECORD KEEPING **32.8**

- Components of Record Keeping
- Confidentiality and Protection of Records
- Review by State and Federal Agencies
- Retention of Records
- Administrative and Personnel Files
- Recipient Records

CHAPTER 32: NEW OPPORTUNITIES WAIVER

TABLE OF CONTENTS **PAGE(S) 6**

Organization of Records, Record Entries and Corrections	
Components of Recipient Records	
Service Documentation	
Service Logs	
Progress Notes	
Progress Summary	
Discharge Summary for Transfers and Closures	
Individualized Documentation	
Schedule of Required Documentation	
REIMBURSEMENT	32.9
PROGRAM MONITORING	32.10
On-Site Reviews	
Administrative Review	
Interviews	
Personnel Record Review	
Recipient Record Review	
Provider Staff Interviews	
Monitoring Report	
Corrective Action Report	
Informal Dispute Resolution (Optional)	
Fraud and Abuse	
Quality Management	
INCIDENTS, ACCIDENTS AND COMPLAINTS	32.11
Internal Complaint Policy	
Complaint Disclosure Statement	
Definition of Related Terms Regarding Incidents and Complaints	
DEVELOPMENTAL DISABILITY LAW	APPENDIX A
GLOSSARY	APPENDIX B
CONTACT INFORMATION	APPENDIX C
FORMS	APPENDIX D
BILLING CODES	APPENDIX E

CHAPTER 32: NEW OPPORTUNITIES WAIVER

TABLE OF CONTENTS **PAGE(S) 6**

CLAIMS FILING

APPENDIX F