

# A Brief Overview of Intake & Eligibility



Connecting Individuals with Disabilities to Their Community



## You're at the front door - Welcome!

Community Bridges is one of the NH Developmental Service System's 10 "Designated Area Agencies." The primary role of an Area Agency is to share information about, and promote access to, the variety of supports and services that may be available to you through the state's developmental service system. We initially do this through Intake and Eligibility processes. Area agencies are sometimes referred to as the "**doorway to services.**"

## Intake

Intake is the process through which it is determined whether an applicant has a developmental disability or acquired brain disorder based on definitions outlined in NH statutes and rules. Anyone in NH has the right to request a full intake at an area agency. That said, the proof of developmental disability or acquired brain disorder diagnosis is essential.

### Our partnership with you begins at Intake!

We will support you to understand what is needed to determine eligibility and to gather documentation. During intake discussions, we also begin to inform you about the array of supports and services offered through the developmental services system and clarify additional eligibility requirements for those services. We will support you to think in a person-centered way about what is important to you and for you and your family, what your priorities and needs are, and to consider the supports that would be most helpful for you.

## Eligibility

Eligibility refers to the criteria and conditions that need to be met to qualify for different supports and services that may be available to you through the developmental service system. At Community Bridges, we refer to this as "**the Three Doors to Eligibility.**"



### Door #1

Any person or family who wants to receive supports and services through the Area Agency system must first be determined "eligible" at intake on the basis of a developmental disability (at any age) or an acquired brain disorder (age 22+) according to state administrative rules. Some supports offered through Community Bridges, like Family Support, do not require that any further criteria be met.



### Door #2

Some services require that the person is eligible after intake, AND eligible for NH Medicaid.

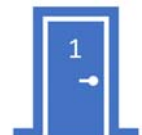


### Door #3

Other services require that the person is eligible after intake, is eligible for NH Medicaid, AND meets the "**level of care**" eligibility requirements to qualify for the Home and Community Based Service Medicaid Waiver program of services.

To start, let's see if we can get you through **Door #1:**

**Complete initial INTAKE to determine Eligibility for a connection to the NH Developmental Services Area Agency System**



**We are here to help! Please contact us with any questions you have along the way.  
Laurie Noto Intake Administration Specialist 603-225-4153, ext. 350**

# Intake and Eligibility Process and Timeline



The Intake and Eligibility process and timeframe is outlined below. At this stage, we are determining *eligibility for a connection to the NH Developmental Services System* based on evidence of a developmental disability or an acquired brain disorder.



The intake application process starts with **YOU!** It is up to you to decide if you wish to pursue eligibility and when. The process starts with your inquiry. We are here to support and guide you when you are ready.



After your inquiry the Intake Administrative Specialist provides information about the intake process and timeframe, documentation needed to determine eligibility, and a brief overview about the developmental services system and supports that may be available to you.



Once you notify the Intake Administrative Specialist that you choose to apply, they will conduct a phone screening. You will then receive an Intake Checklist with consents to sign so we can assist you to gather information needed for eligibility determination.



In partnership, you and the Intake Administrative Specialist will gather information to support eligibility determination. Please note that all information requested on the intake checklist must be submitted prior to the intake meeting. Once all documentation is collected, an intake meeting will be scheduled with the Intake and Eligibility Coordinator. If additional information is necessary to determine eligibility, we will communicate what, specifically, is needed for the application to be deemed complete.



You will meet with the Intake and Eligibility Coordinator for the Intake Meeting, who will conduct a "SIB-R" assessment, review information submitted and answer questions about the intake process and eligibility. You will sign the Intake Application Authorization. This meeting is another opportunity for preliminary person- and family-centered planning to discuss your priorities and needs and review service and support options the applicant may be eligible to request.



At this point the regulatory timeline for eligibility determination begins. The Intake and Eligibility Coordinator will complete a comprehensive eligibility screening evaluation. If there is a question about eligibility as defined in NH Rules, a "Tier 2" review of eligibility by a Clinical Consultant will be requested.



The Intake and Eligibility Coordinator has **15 calendar days** to make and communicate a final determination about eligibility to the applicant, area agency and upload to the NH Easy service system information portal.



**This is a collaborative process that relies on our continued partnership. YOU can influence the timeframe of this process by:**

- **Timely gathering and submission of required information**
- **Keeping your schedule open and flexible to meet with us**
- **Staying in close communication with the Intake Team**