



DEPARTMENT OF  
ECONOMIC SECURITY

*Division of Developmental Disabilities*

# Support Coordination and You: Everyone Has a Role



# Role of the Support Coordinator

The main role of the Support Coordinator is to help members and families identify goals and needed support services. Other roles include:



## Planning and Coordination

- Identifies supports and services based on assessed needs;
- Develops the Planning Document;
- Informs members and families of the steps to take when services are not available or if there are problems with services;
- Coordinates medical care, behavioral health, and long term services and supports; and
- Reviews needs and updates the Plan as needed.

## **Brokering of Services**

- Identifies community resources for members and families;
- Helps to make sure approved funded services are in place; and
- Gives options when the approved service is not available.

## **Facilitation/Advocacy**

- Gives support for issues;
- Facilitates timely access to care/ services; and
- Deters delays in care/service provisions.

## **Monitoring Services**

- Reviews services at each meeting and when there is a change in the member's condition or circumstances; and
- Makes sure services take place and are helping.

## **Gatekeeping**

- Assesses, determines, and approves cost effective and medically necessary services.



**Support Coordinators** adopt a person-centered approach while promoting the values of dignity, independence, individuality, privacy, and choice and adhere to the following guiding principles:

- Member-Centered Case Management
- Member-Directed Options
- Person-Centered Planning
- Consistency of Services
- Accessibility of Network
- Most Integrated Setting
- Collaboration with Stakeholders





## **Role of Member/ Family/Guardian**

Call your Support Coordinator right away to tell them:

- If how you feel changes;
- If you go into the hospital;
- If you move;
- When you suspect abuse/neglect or when you do not feel safe;
- If you are unhappy with your services; and
- If you have any needs or questions between your regular visits with your Support Coordinator.

## **My Role in Eligibility/ Redetermination:**

- Apply for long term care services and comply with any ALTCS meeting and information requests.
- Assist with forming the Plan.
- Send health and school records to reapply six months prior to age 6 and 18.
- Participate in any planning meetings and reviews.
- Give correct and full information.
- Sign consents.
- Assign the rights to first-party health insurance benefits to DDD.
- Comply with residential billing and cost of care terms.



## **My Role in Service/Care Planning:**

- Call if your direct care worker does not show up for a scheduled shift.
- Report problems, including suspected fraud and abuse.
- Inform your doctors of other insurance and provide insurance identification cards at all medical appointments.
- To get the most out of services:
  - ▶ Ask questions if you do not understand your rights or plan of treatment.
  - ▶ Talk to your providers and your Support Coordinator about your services and how satisfied you are with your services.
  - ▶ Follow instructions given to you by health care providers. Ask questions if you do not understand the instructions.
  - ▶ Engage in all therapy appointments.
  - ▶ Follow the home program.
  - ▶ Treat the provider(s) with respect.
  - ▶ See other examples that are listed in the ALTCS Member Handbook.



## DDD Contact Information

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Closed on State Holidays



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