



Understanding the “Registry of Unmet Needs”

What is the “Registry of Unmet Needs”?

Partners BHM has a registry (waiting list) for individuals who are in need of NC Innovations Waiver and/or other intellectual and/or developmental disability services and funding. Each Local Management Entity/Managed Care Organization maintains its own *Registry of Unmet Needs*.

Why is there a “Registry”?

NC Innovations Waiver funding is limited. Partners BHM maintains the *Registry* to help identify individuals in Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry and Yadkin counties that could receive NC Innovations Waiver service if additional funding is available. . Individuals are guided to other resources while they are waiting for waiver funding.

Who do I call to ask about the *Registry of Unmet Needs*?

Call our Access to Care Call Center to ask about the *Registry of Unmet Needs*. Staff at the call center will answer questions and connect you with the I/DD Intake Specialist.

What number do I call to contact Access to Care?

Call 1-888-235-HOPE (4673) or TTY: 1-800-749-6099

What information is needed before making an initial call to the Partners Access to Care line?

No information is needed before making an initial call. Anyone may call and inquire about I/DD service needs without having information at hand.

What information is needed to seek placement on the *Registry of Unmet Needs*?

- The following standard documents are requested to determine registry eligibility:
 - Documentation of I/DD diagnosis,
 - psychological evaluation* with or in addition to adaptive skills assessment, and
 - any other evaluations relevant to the individual’s level of functioning (e.g. medical, neurological, etc).

* Psychological evaluations conducted within the last five years for individuals 18 years and older and within three years for individuals under 18 years old are preferred, however older evaluations can be accepted

Documentation is to be submitted to the I/DD Intake Specialist within 45 days of the initial call to Access to Care. The referral process will start over if contact is not made with the I/DD Intake Specialist within 45 days.

What happens once Partners receives the documentation?

- For placement on the *Registry of Unmet Needs* for NC Innovations Waiver Funding:
 - The I/DD Intake Specialist will provide written notification to the individual/guardian within 30 days of receipt of documentation to inform them of the outcome of the screening/assessment.
- For a Non-NC Innovations Waiver Service, or State Funded services (e.g. Supported Employment, group home services),
 - The I/DD Intake Specialist will review the individual's service eligibility once documentation is received. If the individual is eligible for services, his/her name will be placed on the Registry for the requested service. If the service is available, a referral will be made to a provider agency.

What determines placement on the *Registry of Unmet Needs*?

Potential placement on the Registry is evaluated based on a uniform procedure. The date and time of the referral are recorded to determine order of entrance into services. If an individual's Medicaid eligibility transfers to a county outside of the Partners BHM catchment area, the date and time listed on the original Managed Care Organization's registry of unmet needs will be transferred to the new MCO.