



Connections to better living

**MEDICAID HOME AND
COMMUNITY-BASED WAIVER
SERVICES FOR PERSONS WITH
DEVELOPMENTAL DISABILITIES
& ACQUIRED BRAIN DISORDERS**



NHCarePath is New Hampshire's "front door" to quickly connect individuals to a full range of community services and supports.

www.nhcarepath.org

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What Is A Developmental Disability?

A developmental disability is a disability that is manifested before the person reaches twenty-two (22) years of age, which constitutes a substantial disability to the individual, and is attributable to intellectual disability or related conditions which include cerebral palsy, epilepsy, autism, or other neurological conditions when such conditions result in impairment of general intellectual functioning or adaptive behavior similar to that of a person with an intellectual disability.



What Is An Acquired Brain Disorder?

An Acquired Brain Disorder is an injury to the brain that is not congenital or caused by birth. This trauma occurs prior to age 60, presents a severe and lifelong disabling condition which significantly impairs an individual's ability to function in society, and is attributed to one or more of the following: external trauma to the brain, anoxic or hypoxic injury, infectious diseases to the brain, brain tumor, intracranial surgery, stroke, toxic exposure, and other neurological disorders, such as Huntington's disease or multiple sclerosis, which predominantly affect the central nervous system.

What Are Area Agencies?

Working in collaboration and through contract with the Bureau of Developmental Services, there are 10 Area Agencies throughout New Hampshire. All are non-profit corporations, providing services in specific regions, cities and towns, operating within the guidelines and regulations established by the Department of Health and Human Services.

An Area Agency provides, either directly or through subcontracts, an array of services for individuals who have an acquired brain disorder or who have developmental disabilities. To be eligible for services you must meet the disability definition and be of a specific age, depending on the service.

A full listing of the agencies and their contact information are provided on the last page of this book or visit the [Area Agencies online listing](#).

To see the specific agency that services your towns, [view a regional map here](#).

Funding availability is critical to receiving all of the services you may need. You and your family will be able to discuss this in full detail with an Area Agency service coordinator.

Medicaid is the primary source of funding for Area Agency services for qualifying individuals. To acquire Medicaid coverage you must qualify both medically and financially. See the *Medicaid Home and Community Based Waivers* booklet for specific steps and details. Your Area Agency can help guide you as well.

What Happens When I Go To An Area Agency?

For your first visit to an Area Agency, **call for an appointment to meet with their Intake Coordinator.**

A listing of each Area Agency is provided at the end of this booklet. When you call your Area Agency, be sure to ask them to connect you to the appropriate intake coordinator who serves your age group. The intake coordinator will talk to you about who should go to the appointment and what information you should bring. The appointment generally takes two hours.

Here are examples of documents you may be asked you to bring to the appointment	1 If the person applying is 21 years or younger, provide a current school Individualized Education Plan
	2 Evaluations, assessments, test results or any document that was provided by a physician, school specialist, psychologist and/or treatment facility documenting the person's disability
	3 Records from primary care physicians, hospitals and specialists who have provided treatment with their contact information and location

What Can I Expect After My Intake Meeting?

An eligibility determination is typically made within 15 business days of a completed application for services with the Area Agency Intake Coordinator. In some instances, you may be asked to provide additional information and/or undergo additional evaluations before eligibility can be determined. Once you are found eligible and funding is available, you will know who your contact person is within 5 business days and can begin to assemble a service agreement based on your needs and desires.

Funding availability is critical to receiving all of the services you may need. You and your family will be able to discuss this in full detail with an Area Agency service coordinator. It is possible that you may be eligible but may be placed on the wait list for funding and services.

Important Terms

Cost of Care If your income exceeds a certain limit, you may have to pay towards your cost of care. Those whose income does exceed the limit are obligated to pay their Area Agency a dollar amount each month. This amount is determined by the Department of Health and Human Services when you apply for Medicaid. The cost of care is payment for services provided with Medicaid funding through the Area Agency.

Provider Agency (also known as a Vendor Agency) is an agency or entity under contract with an Area Agency that is responsible for providing services to individuals. You will have a choice regarding who your provider will be.

Home & Community Based Services (also known as Waivered Services) A Medicaid Waiver is a way states can use Medicaid dollars for services that your Area Agency provides. It allows New Hampshire to pay for services which are provided in the community instead of an institution. Home and Community Based Services are designed to assist individuals to remain in their home and community and to receive the necessary services to maintain safety, health and individual choice.

Authorized Representative is a legal relationship between an individual, an agency, or person of their choosing, and the Department of Health and Human Services.



What Services Does An Area Agency Provide?

If you are eligible, Medicaid may pay for the following services:

Individuals Eligible	Services
<p>Children Age 0 – 3 With or at risk of developmental delay</p>	<ul style="list-style-type: none"> • Early Supports and Services Intervention • Family Support • Respite Services <p><i>May be eligible for In Home Supports Waiver (see below)</i></p>
<p>Individuals Age 3 – 21</p> <ul style="list-style-type: none"> • With intellectual/developmental disability, autism, cerebral palsy • Individuals with an Acquired Brain Injury prior to age 21 may be eligible for DD waiver services 	<ul style="list-style-type: none"> • Service Coordination • Family Support • Respite Services • Environmental and Vehicle Modification <p><i>May be eligible for In Home Supports Waiver if severe disability and living at home. Services may include:</i></p> <ul style="list-style-type: none"> ▪ Enhanced Personal Care ▪ Assistance with use of adaptive prosthetic and orthotic devices ▪ Consultations ▪ Therapeutic Activities ▪ Environmental & Vehicle Modifications ▪ Family Support/Service Coordination ▪ Respite Care Services
<p>Adults Age 21 and older With intellectual/developmental disability, autism, cerebral palsy; eligible individuals typically require extensive lifelong supports & services</p>	<ul style="list-style-type: none"> • Day Services • Residential/Personal Care • Respite • Service Coordination • Supported Employment • Community Support Services/Independent Living • Crisis Response Services • Environmental and Vehicle Modifications • PDMS – Participant Directed & Managed Services • Specialty Services • Wellness and Coaching
<p>Adults Age 22 – 60 With Acquired Brain Disorders</p>	<ul style="list-style-type: none"> • Day Services • Residential/Personal Care • Respite • Service Coordination • Supported Employment • Community Support Services/Independent Living • Crisis Response Services • Environmental and Vehicle Modifications • PDMS – Participant Directed & Managed Services • Specialty Services • Wellness and Coaching

Detailed Explanation Of Services You May Qualify For

Community Participation Services support the goals of the service agreement through social, vocational and/or community activities that will improve living skills.

Community Support Services are intended for the individual who has developed, or is trying to develop, skills to live independently within the community. These services consist of assistance provided to an individual to improve or maintain his or her skills in basic daily living and community integration.

Crisis Response includes direct consultation, clinical evaluation, and staffing supports to individuals who are experiencing a behavioral, emotional or medical crisis or challenge.

Environmental Modifications (EMODS) are provided to home environments or vehicles to ensure access and safety.

Family Centered Early Supports and Services (ages 0-3) are designed for children birth to three years who have a diagnosis that has a high probability of resulting in delay, are experiencing developmental delays, or are at risk for substantial developmental delays if supports and services are not provided. Family Centered Early Supports and Services are provided within a child's home or where a child spends time.



Family Support is a relationship based program providing respite, community access, environmental modifications, crisis assistance, and transition, to ensure support for individuals residing at home with their families. These services are available for those found eligible for home and community based services for people with developmental disabilities or acquired brain disorders through their Area Agency.

In Home Supports are an array of services provided to enhance a family's and other caregivers' ability to care for an individual between the ages of 3 and 21. (This is a waiver program with limited funding available statewide. Home Care for Children with Severe Disabilities (HC-CSD) Medicaid eligibility is required for this waiver.)

Participant Directed and Managed Services (PDMS) is a program where the participant is actively involved in all aspects of the services arrangement including: designing the services; selecting the service providers; deciding how the authorized funding is to be spent based on the needs identified in the individual's service agreement; and performing ongoing oversight of the services provided.

Personal Care/Residential Services offer assistance and training to individuals to maintain and improve their skills in basic daily living and community participation and to enhance their social and personal development.

Respite Services are available to individuals who are living with family members. These services are provided to afford temporary assistance and support of a family member.

Service Agreement means a written agreement between the individual or guardian and the Area Agency that describes the services that an individual will receive.

Service Coordination (sometimes referred to as “case management” or “resource coordination”) is provided to ensure continuity and quality of care through planning, monitoring and documenting of services.

Supported Employment is a program designed to provide assistance with planning work goals and obtaining and/or maintaining employment.

Wellness and Coaching provides an opportunity for individualized, integrated activities related to exercise and/or wellness.

Assistive Technology support services are designed to provide individuals with evaluation, consultation, coordination, training and technical assistance as well as renting, designing, fitting and customizing of devices.

Rights of Individuals

Individuals who receive services in the developmental services system have a right to be free from abuse, neglect and being taken advantage of. Your rights include the same rights that all American citizens have. For example, you have rights pertaining to personal privacy, dignity and respect and rights regarding the manner in which services are given and delivered. If you receive services and believe your rights have been violated, you can file a complaint by calling 1-855-450-3593 at any time.

What Is Guardianship?

A guardian is appointed when a person is unable to process information and then recognize the consequences of the choices they make. A guardian can be appointed for different areas of a person's life. The person petitioning for guardianship must prove "beyond a reasonable doubt" that the person is unable to provide for basic needs of food, shelter, clothing, health care, safety, and/or is unable to manage financial affairs as well as prove that there are no other available solutions that would impose fewer restrictions. A guardian can be a parent, another family member, a friend, or someone from an organization or law firm.

For detailed information (forms, fees, etc.) go to the [probate court website](#) or call your county probate court for assistance.

The Bureau of Developmental Services Mission Statement

The developmental services system joins with local communities to support individuals of all ages with developmental disabilities or acquired brain disorders and their families to experience as much freedom, choice, control and responsibility over the services and supports they receive as desired.

Opportunities for Involvement in Area Agency and Advocacy Groups

Board of Directors: Each Area Agency has a board of directors and one third of the board is made up of consumers, which includes individuals served or family members.

People First of NH is the statewide non-profit advocacy organization that started operation in 1992. There are several advocacy chapters throughout our state. Each chapter elects two representatives to serve on the board of directors of [People First of NH](#).

Each Area Agency has a **Regional Family Support Council** comprised of family members of individuals who receive Area Agency services. The Family Support Council provides advice and oversight in the development of Area Agency family support plans. Each Area Agency also has a family support coordinator and other family support staff to assist families to acquire supports and services.

Ask your Service Coordinator to be added to your Area Agency's newsletter mailing list and listserv as well as the Family Support Council mailing list.



New Hampshire Area Agency Locations

[Visit the full listing of Area Agency locations including a regional map](#)

Northern Human Services

Berlin

69 Willard Street
Telephone: 752-1005

Center Conway

626 Eastman Road
Telephone: 356-6921

Colebrook

24 Depot Street
Telephone: 237-5721

Whitefield

24 Lancaster Road
Telephone: 837-9547

Pathways of the River Valley

Claremont

654 Main Street
Telephone: 542-8706

Lebanon

Telephone: 448-2077

Lakes Region Community Services

Laconia

719 North Main Street
Telephone: 524-8811

Plymouth

258 Highland Street
Telephone: 536-4999

Community Bridges

Concord

70 Pembroke Road
Telephone: 225-4153

Monadnock Developmental Services

Keene

121 Railroad Street
Telephone: 352-1304

Peterborough

12 Depot Street
Telephone: 924-4203

Gateways Community Services

Nashua

144 Canal Street
Telephone: 882-6333

Moore Center Services

Manchester

195 McGregor Street, Unit 400
Telephone: 206-2700

One Sky Community Services

Portsmouth

755 Banfield Road, Suite 3
Telephone: 436-6111

Community Partners

Dover

113 Crosby Road, Suite 1
Telephone: 516-9300

Community Crossroads

Atkinson

8 Commerce Drive Unit 801
Telephone: 893-1299

