

## **Innovations Waiver/Waiting List Questions and Answers**

### May 2023 Meet the Need NC Lunch & Learn Webinar

#### **I might have missed it but how do you get on the waiting list for Innovations waiver?**

Contact your LME-MCO: <https://www.ncdhhs.gov/providers/lme-mco-directory>

#### **There is no transparency or information on movement in the Innovations waitlist. How do we find out where we stand, after waiting several years with no information?**

Request, in writing, from your MCO, your place on the waitlist for your county. If you do not receive a written response with the answer within 30 days, reach out to Consumer Affairs. To contact the Customer Service and Community Rights Team call 984-236-5300, 855-262-1946 or email [dmh.advocacy@dhhs.nc.gov](mailto:dmh.advocacy@dhhs.nc.gov) at DHB and ask them to help you find out.

The Medicaid Managed Care Ombudsman may also be able to assist.  
<https://ncmedicaidombudsman.org/>

#### **If our child's name disappears from the wait list, with whom can we get support/back up/advocacy?**

First, always document communication with your MCO. Make sure you know when your child got on the waitlist so that when returned to the waitlist they are placed in the queue appropriately. Request, in writing, reinstatement on the list, backdated to their original date of placement on the waitlist. If you do not get a response in writing within 30 days contact Consumer Affairs. To contact the Customer Service and Community Rights Team call 984-236-5300, 855-262-1946 or email [dmh.advocacy@dhhs.nc.gov](mailto:dmh.advocacy@dhhs.nc.gov) at DHB and ask them to help you find out.

#### **If you change counties do you have to start all over on the list?**

No. Make sure if you change counties or MCOs that the date they indicate you joined the waitlist matches the ORIGINAL date you joined in your previous county or MCO.

#### **My daughter currently has CAP DA and should soon be eligible for an innovation slot. (12 years waiting). What would be the benefit of switching waivers? They seem to provide the same services.**

They do not. And they are administered differently. The Innovations waiver offers a broader range of services. It is also administered by Managed Care Organizations <https://www.ncdhhs.gov/providers/lme-mco-directory>.

**If a child has CAP C what is the likelihood they will be eligible for continuum into CAP DA? Is CAP DA enough? In other words, when my daughter turns 21 will she need Innovations Waiver as well as DA?**

That is a very individually specific question. Not every child on CAP/C is eligible for Innovations. And CAP DA is “enough” for some people but not others. Start talking with your DSS and MCO now. Make sure she is on the waitlist if she is eligible. That way she has options.

**How can 'money follows the person' lead to a waiver slot - please explain further?**

MFP allows people living in a congregate setting including PRTF, SNF, or ICF-IDD to transition to living in the community. For eligible people it can provide an Innovations waiver slot after 60 days in a facility.

<https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/money-follows-person>

**We are getting a runaround from our LME/MCO - i.e. being told they need more assessments each time we seek services. We have already done several assessments.**

Contact Consumer Affairs or Ombudsman.

**We have been trying to access appropriate housing for our IDD son. Our son qualifies for an ICF but it's not a good option for him. Do you have any suggestions for us whom we can contact at our MCO or DHHS to help us figure out alternatives?**

If he has a waiver slot, he can receive services to support him living in your home, a group home, or his own home. Affordable, accessible housing is scarce in our state, and we desperately need more kinds of housing as well as more capacity.

**Have a 23 yr old daughter has completed a 2 yr college program. She is out working two jobs and working on getting an independent living apartment. The biggest issue now is transportation to work. She is on the wait list. Any thoughts on funds for transportation?**

She may be able to receive transportation from NC Division of Vocational Rehabilitation. If your area is served by a Center for Independent Living that would be a good starting point. The Statewide Independent Living Council <https://nc-silc.org/> should be able to tell you if you are served by a CIL and, if so, which one.

**Nine years on waitlist for Innovations Waiver- being told we are still at least 6 years out. Our daughter is now 37, we (parents) are in our 70's. Losing hope.**

**Looking at group homes who have implied that our daughter gets the waiver when she is accepted into a home. Is this correct?**

No. If she already has Medicaid she may receive “in lieu of” services that can pay for a group home, but it is not the more comprehensive package of services that are part of the Innovations Waiver.

**How do I figure out if this complicated process is the best use of my time in helping my child?**

Build networks with self-advocates and other families. Join local and online communities to support you in your journey. You and your child will benefit from this peer support for many years to come. You may benefit from training programs like ALP-NC. Alpnc.org, events hosted by the DD Council, or conferences where you can learn and meet new people. There is no quick fix and no simple answer.