

APPENDIX O

Individual and Family Directed Services: Key contacts

ACCESS TO SERVICES CONTACT NUMBER

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| Vaya 24/7 Access to Care Line | 1-800-849-6127 |
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| My Vaya Care Manager (formerly called a care coordinator): | Phone: |
| My Community Navigator: | Phone: |
| My Employer of Record (EOR) (if applicable): | Phone: |
| My Representative (if applicable): | Phone: |
| My Financial Supports Service Agency (FSSA): | Phone: |
| My Agency with Choice (AWC) (if applicable): | Phone: |
| My Primary Crisis Responder provider agency (if applicable): | Phone: |
| My primary care physician (PCP): | Phone: |
| My pharmacy: | Phone: |
| My Direct Support Professional (DSP) (1): | Phone: |
| My Direct Support Professional (DSP) (2): | Phone: |
| Backup staff (1): | Phone: |
| Backup staff (2): | Phone: |
| My emergency contact: | Phone: |

| What's the issue? | Whom to contact: | Phone number: |
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| Contacting Vaya departments | Vaya Member Services Department | 1-800-849-6127 |
| Plan of Care (POC) – original and any revisions and/or changes in goals | Vaya Care Manager | |
| Referral for IFDS initial training | Vaya Care Manager | |
| Appointing a Representative | Vaya Care Manager | |
| Medicaid questions | Vaya Member Services Department or Care Manager | |
| Training handbooks and training certificate | Community Navigator | |
| POC approval | Vaya UM Department | 1-800-893-6246 |
| Task analysis/strategies training | Community Navigator | |
| Emergency preparedness | Community Navigator or Agency with Choice (AWC) provider | |
| Backup staffing general questions | Community Navigator or AWC provider | |
| Health and safety issues | Vaya Care Manager | |
| Documentation forms | Community Navigator | |
| Personnel forms | Community Navigator | |
| Time/billing sheets | Financial Support Services Agency (FSSA) or AWC provider | |
| Background check forms | FSSA | |
| Workers' compensation insurance application and questions | FSSA | |
| Community resources | Community Navigator | |
| Incident reports; Incident Response Improvement System (IRIS) | Vaya Incident Response Team | incidentreport@vayahealth.com |
| Monitoring of services | Vaya NPI Department | 1-800-893-6246 |
| Service documentation training | Community Navigator | |
| Assistance locating resources for goods and services | Community Navigator | |
| Complaints | Vaya Resolution Team | 1-800-893-6246, ext. 1600 |
| Returning to provider-directed services | Vaya Care Manager | |
| Managing employee issues | Community Navigator | |
| Individual Budget | Vaya Care Manager | |
| Understanding employee training | Community Navigator or AWC provider | |
| Questions about monthly EOR budget | FSSA or Community Navigator | |
| Obtaining and using the EOR budget tool | FSSA | |
| Hiring employees under the AWC provider model | AWC provider | |
| Additional Issues: | | |