

DDSD-DDW Numbered Memo 2023-03

To: All Developmental Disabilities (DD) Waiver Providers and Agency Administrators

Date: June 1, 2023

From: Evangeline Yanez, Developmental Disabilities Supports Division, Community Programs Bureau Chief EY

Re: Regional Office Request for Assistance (RORA)- Provider Shortages

The purpose of this memo is to remind providers that the RORA system is the formal process for contacting the Developmental Disabilities Supports Division (DDSD) for technical assistance, support, or for raising concerns to the DDSD.

Case Managers and provider agencies are required to use the RORA system when there are no available provider agencies of a specific service type in a county or a region. If providers have any issues that are impacting their ability to provide services, the agency is required to request to be placed on a self-imposed moratorium from the DDSD Provider Enrollment Unit (PEU). Providers must continue to accept individuals until they have received notice from the PEU that their self-imposed moratorium request has been approved.

Provider agencies that have a current Provider Agreement with the Department of Health and who do not have a state-imposed or an approved self-imposed moratorium must provide services to individuals who have signed a Freedom of Choice form for their agency. Please see DD Waiver Service Standards 4.4.1 for more information on requirements.

DDSD is asking that providers utilize the RORA process to accurately identify where provider shortages are occurring, and to provide support where possible.

If you have any questions, please contact Selina Leyba at (505) 372-9624 or at SelinaT.Leyba@doh.nm.gov.