

Client Necessary Supplemental Accommodation Representative Requirement Checklist

Clients of the Developmental Disabilities Administration (DDA) are entitled to a representative who is willing to receive copies of Planned Action Notices (PAN) and assist them with understanding and exercising their appeal rights.

DO NOT initiate an eligibility review, assessment/reassessment of services, reduce or terminate an existing service, deny or terminate a provider until a Necessary Supplemental Accommodation (NSA) representative is identified, or DDA HQ agrees that the person is competent and no NSA representative is required.

1. For all currently eligible DDA clients: Complete the following steps prior to initiating any of the above actions.

- Review the Personal NSA information in CARE Collateral Contacts to identify the current NSA representative.
 - a) If none is listed, ask the client for his/her choice of NSA with the exception of contracted provider (other than legal representative, parent, relative).
 - b) If no NSA representative can be identified, refer to the procedures in number 2 below.
- Confirm the NSA representative's mailing address and telephone number in CARE Collateral Contacts.
- Review with the NSA representative their responsibilities per form DSHS 16-195 to accept the DDA notices sent to the client and assist the client to understand the decision and their appeal rights.
- Document this contact in the CARE SER using the Purpose Code "NSA."
- Enter the NSA representative's name, address, and telephone number as a collateral contact in CARE Client Demographics/Collateral Contacts and select Personal NSA from the contact role bucket.

2. When a client has no NSA representative for one or more of the following reasons:

- a) There is no one available or legally allowed to act as the NSA representative; or
 - b) The client objects to the person that is identified; or
 - c) The client objects to the appointment of anyone to act as his/her NSA representative.
- Complete form DSHS 14-491, NSA Representative Checklist for DDA Review, and forward to your supervisor.
 - Document the reason for the delay in assessment in the SER.
 - Continue current services until the NSA issue is resolved.
 - If emergency services are authorized, DO NOT reduce or terminate those services until an NSA is identified.

3. Prior to sending ANY Planned Action Notice:

- Contact the identified NSA representative by telephone, e-mail, or in person, and explain the decision, the Planned Action Notice, and the client's appeal rights. Write an SER regarding the contact. If you are unable to contact the NSA representative you must document a minimum of two contact attempts in an SER.
- Document this contact in the SER.

4. If the client requests to be his/her own NSA the following steps must be followed:

The client's request must be in writing per WAC 388-825-102.

When the written request is received, complete DSHS 14-491, NSA Representative Checklist for DDA Review and forward to your supervisor.