Support Coordination Update
News and Information for Support Coordinators

Issue 2025-03

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News and Reminders

Supports Program Plus: What Is It and How Do I Enroll an Individual?

When an individual receives both Supports Program (SP) services and Private Duty Nursing (PDN) services, we refer to this as Supports Program plus Private Duty Nursing (SP+PDN), or simply, Supports Program Plus. In the Supports Program Plus, the Division of Developmental Disabilities (DDD) continues to fund all Supports Program services, while the individual's Managed Care Organization (MCO) assesses the individual's need for, administers, and funds PDN services. Only a Registered Nurse (RN) or Licensed Practical Nurse (LPN) may deliver PDN services – not a homemaker, home health aide, or personal care assistant.

Process for Enrolling an Individual in Supports Program Plus

- To proceed, the individual must be enrolled in the DDD Supports Program
- The individual/legal guardian must contact their MCO to request a nursing assessment
- The MCO will do an assessment of the individual to determine whether they meet the criteria for PDN services, and, if so, the number of hours per day they are eligible for (PDN services cannot exceed 16 hours per day).
- If the MCO approves the individual for PDN services, the Support Coordinator will complete a Waiver Program Transfer Request, have the individual/legal guardian sign it,

and then contact the Medicaid Eligibility Helpdesk (DDD.MediEligHelpdesk@dhs.nj.gov) for help with PDN enrollment.

Private Duty Nursing services are not available to individuals in the Community Care Program (CCP). An individual in the CCP who needs PDN services and meets the criteria must first transition to the Supports Program.

For more information, please see the DDD policy manuals and/or the ABC Manual found on the Support Coordination Information page.

UPDATED! Health Insurance Portability and Accountability Act (HIPAA) Authorization

The Health Insurance Portability and Accountability Act (HIPAA) established federal standards for protecting sensitive health information from use or disclosure without a patient's consent, including personally identifiable information (PII) and protected health information (PHI). Support Coordination Agencies are required to train all staff on HIPAA and HIPAA-related document management.

An agency may not disclose information about an individual to anyone other than the individual, their guardian, and involved DDD staff and DDD/Medicaid Approved service providers, unless there is a signed authorization on file. The NJ Department of Human Services HIPAA Authorization to Disclose Protected Information is now the accepted authorization and is available on the Support Coordination Information page.

Support Coordination Agency (SCA) Disclosure of Individual Information

- An SCA does not need a signed HIPAA authorization to share information with Division staff or DDD/Medicaid-approved service providers when fulfilling Support Coordination responsibilities.
- If necessary for the health and safety of an individual, an SCA may share critical information with law enforcement officials, emergency medical professionals, or Adult Protective Services (APS) *without* written authorization using the 'Minimum Necessary Requirement' guideline per DC53: HIPAA Administrative Policies and Procedures.
- The individual's DDD ID number is not considered protected health information and therefore may be included in email, JIRA tickets, etc.
- When DDD reassigns an individual to a new SCA, the receiving agency should review the individual's HIPAA/authorization documents to ensure they are complete and up to date.

Record Requests

An individual's written/electronic record is considered the property of DDD. Support Coordination Agencies should not release records (other than the ISP, PCPT, or NJCAT) to an individual, legal guardian, or attorney without first obtaining a signed [HIPAA Authorization to Disclose Protected Information](#) form and submitting it to DDD.SCHelpdesk@dhs.nj.gov or the [DDD Community Services](#) office for the individual's county of residence.

Incident Reports and all documents and materials related to incidents and/or pending investigations **are not public**, and support coordinators must never upload them to iRecord or release them to anyone except upon judicial order.

NJCAT Research Study

The Developmental Disabilities Planning Institute (DDPI) is continuing its research study of the New Jersey Comprehensive Planning Tool (NJCAT) to identify potential areas of improvement. While it is, *at all times*, important for SCAs to make sure contact information for individuals, family members, and legal guardians is up to date in iRecord, it is particularly important after receiving an email from DDD indicating that someone on the SCA's roster is identified to participate in the NJCAT Research Study.

Support Coordination Agency Census Enforcement Reminders

Effective April 1, 2025, DDD will enforce the census requirement that Support Coordination Agencies must serve 60 or more individuals to continue operations. Agencies with a census of less than 60 should have a plan in place. Agencies that were approved for an extenuating circumstance and do not achieve a census of 60 within the 90-day extension, will have their roster reassigned beginning June 30, 2025. The agency's assigned Quality Assurance Specialist is available for technical assistance related to Support Coordination Agency operational issues.

Information to assist agencies regarding the census requirement is available on the [Support Coordination Information](#) page under the Support Coordination Census Enforcement tab:

- [Support Coordination Agency Census Enforcement Fact Sheet](#)
- [Support Coordination Agency Census Enforcement FAQ](#)

- [Support Coordination Agency Mergers/Acquisitions Fact Sheet](#)

Video Highlights Related to Census Enforcement

- [Enforcement of Support Coordination Census Requirements – A Brief Summary](#)
- [Overview of the Extenuating Circumstance Application](#)

Upcoming Trainings Related to Census Enforcement

Support Coordination Agencies Considering Operational Options and Sustainability: [March 12, 2025: 10 - 11 a.m.](#)

Support Coordination Unit Evaluations

Focus On: Evaluation Process Overview

Per section 15.5 of the Division policy manuals, Division Oversight & Quality Monitoring, the Division is required to implement oversight and monitoring of Division-approved service providers. As such, agencies are subject to audits and formal reviews. Per this requirement, the Support Coordination Unit conducts limited or full SCA evaluations. Selection of SCAs for evaluation is at the discretion of the Division with a goal to evaluate 100% of SCAs.

Key Elements of SCA Evaluations

- Agencies are notified in writing when they are identified for evaluation.
- Agencies are required to upload specific documents for evaluation. Submission due dates and timelines are clearly outlined.
- All areas of review correspond to policy manual requirements, and include evaluation of documentation, operations, quality, and staff qualifications.
- When the evaluation is complete, a written report of findings is sent to the SCA.
- If needed, the final report includes a letter indicating Corrective Action Plan (CAP) items and expectations.
- The assigned QAS and Division manager will schedule a meeting with the agency to discuss findings and review available technical assistance.

If you need more information or wish to request support, please reach out to the agency's assigned Quality Assurance Specialist (QAS).

Evaluation Resources

The Support Coordination Unit has many trainings and resources posted on the Support Coordination Information page to help Support Coordination Agencies ensure they are meeting DDD policy requirements.

The Support Coordination Agency Evaluation Guidebook provides a comprehensive overview of the evaluation process to help SCAs prepare for evaluation and know what to expect.

The Quick Reference Guide to Support Coordination Agency Staff Requirements contains a complete description of SCA staff qualifications and documentation to be stored in personnel records.

UDATED TRAINING (June 2024) Preparing for Support Coordination Agency (SCA) Evaluation: A Training for SCAs – March 18, 2025: 2 – 3:30 p.m.

Next WIN Session is March 12!

WIN (What I Need) Time is a virtual opportunity for professionals (Support Coordinators, Supports Brokers, Providers) who support people who are self-directing some or all of their DDD-funded services to ask questions and learn more about DDD self-directed services.

WIN sessions occur every other month (usually on the 2nd Wednesday) from Noon to 1 p.m., with the next one scheduled for Wednesday, March 12, 2025.

→ Register Now for the March 12 WIN Session

Resources

Featured Support Coordination Training Opportunities

- **NEW!** Conducting Effective Internal Investigations: Guidance for Support Coordination Agencies
    - March 6, 2025: 10 a.m. – 12 p.m.
- **NEW!** Deliverables and Claims Requirements
    - March 17, 2025: 2 – 3 p.m.
- Self-Determination: Why it Matters for Individuals with Different Abilities
    - March 25, 2025: 10 – 11 a.m.
- Support Coordination Agency (SCA) Staff Qualifications
    - March 31, 2025: 2 – 3 p.m.

Monthly training calendars are posted on the Support Coordination Information page:

- DDD Trainings for Support Coordination Agencies: March 2025
- College of Direct Support (CDS) Trainings for March 2025

Support Coordination Update Webinars

Be sure to register for the next SCA Update Webinar!

- May 2025 SCA Update Webinar – Thursday, May 8, 2025: 1 – 2 p.m.
- Find archived SCA Update Webinars on the Support Coordination Information page.

Directories

REVISED! The Directory of DDD Helpdesks lists DDD Helpdesks and Mailboxes with brief descriptions of each to help users seeking guidance. Now updated to include the Managed Care Organizations (MCO) Helpdesk.

The [New Jersey Resources 2024 Edition](#) is a comprehensive guide to useful programs and services that NJ Human Services and its partners offer to residents, caregivers, and advocates.