

Office of Developmental Programs (ODP) Resource Accounts ODP Announcement 23-031

AUDIENCE:

All interested parties

PURPOSE:

To inform stakeholders of the availability of email accounts that can be accessed by stakeholders to directly address questions and issues that may arise through the use of various ODP services.

DISCUSSION:

ODP wishes to provide stakeholders with information to access various emails (resource accounts) that can help them address many common questions or issues that arise through the use of ODP services. These resource accounts have been created to better assist stakeholders in contacting specific ODP departments by email that can directly assist the stakeholder. A list of resource accounts and their specified use is provided below:

**Office of Developmental Programs
Resource Accounts**

<u>General Questions/Inquiries/Complaints</u>	
ODP Customer Service Line	RA-customerservice@pa.gov
Bureau of Autism Training Inquiries	RA-BASTrainings@pa.gov
ASERT Collaborative (Direct Communication with Outreach Specialists who provide support, training and resources)	info@PAAutism.org
ODP Outreach (Requests to be added to distribution lists and ideas for MyODP Newsletter, Employment Initiatives, Community Participation Support and College of Direct Support)	RA-PWODP_OUTREACH@pa.gov
For questions regarding the Health Risk Screening Tool	PW-HRST@pa.gov
Questions and Issues Relating to Everyday Lives Conferences	RA-PWEDLConference@pa.gov
Questions relating to the 6100 regulations	RA-PWODP6100Regs@pa.gov
<u>Providers/Supports Coordinators/Participants</u>	
General questions about the Adult Autism Waiver (AAW)	RA-odpautismwaiver@pa.gov

AAW Provider Support (Technical Assistance and Clinical Support)	RA-BASprovidersupprt@pa.gov
Inquiries related to the Adult Community Autism Program (ACAP)	RA-ACAP@pa.gov
Rate and Fiscal Questions	RA-Ratesetting@pa.gov
For questions about Deaf, Hard of Hearing and DeafBlind supports	RA-ODPDeafServices@pa.gov
For questions for the ODP Special Populations Unit including questions related to communication	RA-PWSpecialPopUnit@pa.gov
Questions relating to Behavioral Support Services	RA-PWBehaviorSupTran@pa.gov
Inquiries from Providers on developing profiles and from participants on using the profiles	RA-PWODP-PROVDR-PROF@pa.gov
Reminders about the Requalification Process and other targeted communications to individuals in the Agency with Choice (AWC) Financial Management Service (FMS)	RA-PWAWCMONITORING@pa.gov

Reminders about the Requalification Process and other targeted communications to Common Law Employers (CLEs) in the Vendor Fiscal/Employer Agent (VF/EA) model.	RA-PWODPPDS@pa.gov
Questions or requests for clarification on Electronic Visit Verification for ODP providers.	RA-PWODPEVV@pa.gov
Technical assistance for emergency preparedness and response	RA-PWODPEMRGNCYRSPRQ@pa.gov
Administrative Entities (AEs)	
To submit requests for eCIS approval from ODP AE county services to ODP Program Offices	RA-PWECIS-ODP@pa.gov
<u>Quality Management</u>	
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QM Certification, QM methodology and best practices, requests for technical assistance	RA-PWODPQMCERTI@pa.gov

<p>Quality Assessment & Improvement (QA&I)</p> <p>Please send all Adult Autism Waiver (AAW) and/or Intellectual Disability/Autism (ID/A) QA&I related questions to this resource account. Please include the legal entity name and Master Provider Index (MPI) number (if applicable) of your organization in the email.</p>	<p>RA-PWQAIPROCESS@pa.gov</p>
<p><u>Incident Management</u></p>	
<p>Functionality and improvements to Enterprise Incident Management (EIM) System</p>	<p>RA-PWODPEIMASSIST@pa.gov</p>
<p>Incident Management Policy and Procedure Questions</p>	<p>RA-impolicy@pa.gov</p>
<p><u>ISPs</u></p>	
<p>Individual Support Plan (ISP) and related processes</p>	<p>RA-odpispinquiries@pa.gov</p>
<p><u>Providers:</u></p>	
<p>Questions about becoming an ODP Provider and Provider Applicant Orientation</p>	<p>RA-PWPROVIDERAPP@pa.gov</p>

Provider Enrollment Applications or Processes	RA-odpproviderenroll@pa.gov
Any questions or requests for clarification on the provider qualification application or process.	RA-odpproviderqualif@pa.gov
Provider Agreements and Processes	RA-odpprovideragreem@pa.gov
AAW Provider Enrollment questions	RA-PWBASPROVENROLL@pa.gov
AAW Provider Qualification questions	RA-PWAAWPROVIDERQUAL@pa.gov
Account for ODP providers to submit questions concerning PROMISE payments	RA-PWODPPROMISECKSP@pa.gov
<u>Claims & Billing</u>	
Billing questions and denied claims resolution	RA-odpclaimsres@pa.gov
For Providers to submit Claim Documentation	ra-pwodpclaimdoc@pa.gov
<u>Supports Coordination Organizations (SCOs) and SCs and SC Supervisors</u>	
SCO initial and triennial qualification applications and supplemental documentation and qualification process	RA-scqualifications@pa.gov

<u>Licensing:</u>	
Inquiries related to ODP Licensing	Ra-odplicensing@pa.gov
<u>Miscellaneous</u>	
Support for the Enterprise Case Management (ECM) Project	RA-PWODPECMInquiries@pa.gov
Any type of question regarding Medication Administration (website)	www.mahelpdesk.com
Stakeholders can send questions and comments about IM4Q and NCI	ra-pwodpim4qnci@pa.gov
Questions about the College of Direct Support	cdspa@temple.edu