

# INNOVATIONS REGISTRY

## fact sheet

For any questions about the Cardinal Innovations Registry of Unmet Needs or for assistance determining if you may qualify for other services, contact our Registry Team. They can be reached by email at [registry@cardinalinnovations.org](mailto:registry@cardinalinnovations.org) or through the main number **704.939.7980**.

### What is the NC Innovations Waiver?

The NC Innovations Waiver is a health plan for people with intellectual and/or developmental disabilities (IDD) in North Carolina. Also called Innovations, it provides services and supports to people on the health plan in their homes and communities instead of an institution.

### Who is eligible for the NC Innovations Waiver?

In order to qualify for the NC Innovations Waiver, you must have certain types of NC Medicaid insurance and an Intellectual/Developmental Disability.

### How do I apply for Medicaid?

Cardinal Innovations does not approve Medicaid. The Department of Social Services, or DSS, approves Medicaid. We can help you by telling you what to take with you to DSS to apply for Medicaid. We can also connect you with a community partner if you need help gathering documents and going to DSS to apply for Medicaid.

### If my family is not eligible for Medicaid but my family member is on the registry, are there any services available through Cardinal Innovations?

There are some service options for you to consider depending on:

- the county you live in
- your income level or your family's income level
- your specific service needs

You or your guardian should contact the Registry Team to discuss these options in detail.

### If I have Medicaid (that covers behavioral health services), are there services I can access while waiting for NC Innovations?

Depending on the identified needs, there may be standard Medicaid services such as outpatient therapy or psychiatric services that may be appropriate. You may also be able to access (b)(3) services such as:

- Respite
- Community Guide
- Supported Employment

You or your guardian should contact the Registry Team to discuss these options in detail.

### What is the difference between adaptive testing and psychological testing?

Adaptive testing can be done by any professional trained to give these types of tests. This can include a psychologist, a licensed mental health therapist, a primary care doctor and some nurses. Psychological testing can only be performed by a licensed psychologist. Adaptive testing tells others what level of severity someone with an intellectual disability has. This can be mild, moderate, severe or profound. This is the reason why we always ask for adaptive testing and psychological testing. Knowing your specific needs ensures that you are eligible and helps the team create a treatment plan that works best for you.

### Why does Cardinal Innovations need so much paperwork?

We request written paperwork to be ready so that we understand your unique needs and then better serve you or your family member. We ask for information such as psychological testing, adaptive testing, IEPs, vocational rehabilitation assessments, medical records and guardianship papers to be ready to help you access services in the event we need to act quickly.

### **Why aren't copies of my child's school assessments enough?**

School records do not have diagnostic information in them. The school completes assessments and testing to place a student in the correct classroom. We need clear documentation of an intellectual disability or a closely related condition.

### **Is updated clinical documentation needed if I am on the Registry of Unmet Needs?**

Clinical Documentation must have been completed within five years for individuals 18 years and older and within three years for individual under 18 years old.

### **What is a related condition?**

A related condition is any condition other than a mental illness that is closely related to an intellectual disability because it impairs general intellectual functioning or adaptive behavior functioning similar to someone who has an intellectual disability. The condition happens before the person is age 22, it is likely to continue forever and results in three or more functional limitations in areas such as:

- Self-care
- Understanding and use of language
- Learning
- Mobility
- Self-direction
- Capacity for independent living

### **Do I have to send in updated documentation if I am not being offered an NC Innovations slot?**

Waiver slots are usually offered once a year. However, there could be circumstances that allow for additional slots throughout the waiver year. Because the Innovations slot process is so important and time sensitive, we want to ensure that when a waiver slot becomes available we have the most up-to-date information. This will help us link you or your family member to services faster. It also helps us identify other services that might be helpful.

### **What if I am moving?**

If you are placed on the Registry of Unmet Needs, contact our registry team to provide updated contact information. If you move out of one of the 20 counties covered by Cardinal Innovations, we will work with the Managed Care Organization (MCO) in your area to transfer your information.

### **What happens if Cardinal Innovations can't reach me when an Innovations slot becomes available?**

We make multiple attempts to contact you both by phone and by mail. If we are unable to reach you, it is possible that we will remove you from the Registry of Unmet Needs. It is very important that you follow up with the Registry Coordinators if they try to contact you.

### **Are there emergency slots for NC Innovations?**

NC Innovations does have some waiver slots reserved for people who will go into an institution if they do not get help. For these slots, people must meet very specific criteria. Call our Crisis and Referral Line (1.800.939.5911) or the Registry Team (704.939.7980) if you think you or your family member are at risk for being institutionalized.

### **What do I do if my family is in a crisis?**

If you or your family is having a behavioral health crisis, please call our Referral and Crisis Line at 1.800.939.5911.

Examples of a behavioral health crisis are:

- Real or present harm to self or others, which may include
  - Hearing voices that are telling you to harm yourself or others
  - Seeing things that others say are not really there
- Immediate need for stabilization of psychotropic medications (such as things prescribed for anxiety, depression, mood stability)