



## Office of Developmental Programs' (ODP) Resource Accounts ODP Announcement 25-055

### AUDIENCE:

All interested parties

### PURPOSE:

To provide ODP stakeholders with a listing of resource accounts (email addresses) that will enable them to access direct support for questions and resolution of issues.

### 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 to gain information and support. A list of resource accounts and their specified use is provided below:

## Office of Developmental Programs' (ODP) Resource Accounts

<u>Audience</u>	<u>Resource Account Address</u>
<b>General Inquiries/Questions/Complaints:</b>	
Office of Developmental Programs (ODP) Customer Service Line (Phone: 1-888-565-9435)	<a href="mailto:RA-customerservice@pa.gov">RA-customerservice@pa.gov</a>
Bureau of Autism and Special Populations (BSASP) General Inquiries (Phone: 1-866-539-7689)	
BSASP Training Inquiries	<a href="mailto:RA-BASTrainings@pa.gov">RA-BASTrainings@pa.gov</a>
ASERT Collaborative (Direct Communication with Outreach Specialists who provide support, training and resources) (Phone: 1-877- 231-4244)	<a href="mailto:info@PAAutism.org">info@PAAutism.org</a>
ODP Outreach (Requests to be added to distribution lists and ideas for MyODP Newsletter, Employment Initiatives, Community Participation Support and College of Direct Support)	<a href="mailto:RA-PWODP_OUTREACH@pa.gov">RA-PWODP_OUTREACH@pa.gov</a>

## Office of Developmental Programs' (ODP) Resource Accounts

<u><b>Audience</b></u>	<u><b>Resource Account Address</b></u>
For questions regarding the Health Risk Screening Tool (HRST)	<a href="mailto:PW-HRST@pa.gov">PW-HRST@pa.gov</a>
Stakeholders can send questions and comments about Independent Monitoring for Quality (IM4Q) and National Core Indicators (NCI)	<a href="mailto:ra-pwodpim4qnci@pa.gov">ra-pwodpim4qnci@pa.gov</a>
Questions about the College of Direct Support (CDS)	<a href="mailto:cdspa@temple.edu">cdspa@temple.edu</a>
Any type of question regarding Medication Administration (MedAdmin)	<a href="http://www.mahelpdesk.com">www.mahelpdesk.com</a>
All questions that deal with the implementation and process of Performance Based Contracting (PBC)	<a href="mailto:RA-PWODPPBC@pa.gov">RA-PWODPPBC@pa.gov</a>
Support Enterprise Case Management (ECM) Project	<a href="mailto:RA-PWODPECMInquiries@pa.gov">RA-PWODPECMInquiries@pa.gov</a>
<b>Providers/Supports Coordinators/Participants</b>	

## Office of Developmental Programs' (ODP) Resource Accounts

<u><b>Audience</b></u>	<u><b>Resource Account Address</b></u>
Adult Autism Waiver (AAW) Mailbox (General questions about the AAW)	<a href="mailto:RA-odpautismwaiver@pa.gov">RA-odpautismwaiver@pa.gov</a>
AAW Provider Support (Technical assistance and clinical support)	<a href="mailto:RA-BASprovidersupprt@pa.gov">RA-BASprovidersupprt@pa.gov</a>
Inquiries related to the Adult Community Autism Program (ACAP)	<a href="mailto:RA-ACAP@pa.gov">RA-ACAP@pa.gov</a>
To be used for any questions or correspondence related to the PA Autism Developmental Disability Monitoring (ADDM) network site, Pennsylvania Autism Surveillance Project (PASP)	<a href="mailto:RA-PWPASP@pa.gov">RA-PWPASP@pa.gov</a>
Rate and Fiscal Questions	<a href="mailto:RA-Ratesetting@pa.gov">RA-Ratesetting@pa.gov</a>
For questions about Deaf, Hard of Hearing and DeafBlind supports	<a href="mailto:RA-ODPDeafServices@pa.gov">RA-ODPDeafServices@pa.gov</a>
For questions for the ODP Special Populations Unit including questions related to communication	<a href="mailto:RA-PWSpecialPopUnit@pa.gov">RA-PWSpecialPopUnit@pa.gov</a>
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## Office of Developmental Programs' (ODP) Resource Accounts

<b><u>Audience</u></b>	<b><u>Resource Account Address</u></b>
Reminders about the Requalification Process and other targeted communications to individuals in the Agency with Choice (AWC) Financial Management Service (FMS)	<a href="mailto:RA-PWAWCMONITORING@pa.gov">RA-PWAWCMONITORING@pa.gov</a>
Reminders about the Requalification Process and other targeted communications to Common Law Employers (CLEs) in the Vendor Fiscal/Employer Agent (VF/EA) model.	<a href="mailto:RA-PWODPPDS@pa.gov">RA-PWODPPDS@pa.gov</a>
Is the general Electronic Visit Verification (EVV) resource account for ODP providers. Deals mainly with sending out quarterly EVV compliance letters and assist providers with difficulties they are having regarding EVV.	<a href="mailto:RA-PWODPEVV@pa.gov">RA-PWODPEVV@pa.gov</a>
Technical assistance for emergency preparedness and response	<a href="mailto:RA-PWODPEMRGNCYRSPRQ@pa.gov">RA-PWODPEMRGNCYRSPRQ@pa.gov</a>
<b>Administrative Entities (AEs)</b>	

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To submit requests for eCIS approval from ODP AE county services to ODP Program Offices	<a href="mailto:RA-PWECIS-ODP@pa.gov">RA-PWECIS-ODP@pa.gov</a>
Waiver Capacity mailbox to manage AE waiver capacity for the multi-year program growth strategy, takes questions from AEs regarding Waiver Capacity	<a href="mailto:RA-PWODPAEWAIVERCAP@pa.gov">RA-PWODPAEWAIVERCAP@pa.gov</a> ;
<b>Quality Management (QM)</b>	
QM Certification, QM methodology and best practices, requests for technical assistance	<a href="mailto:RA-PWODPQMCERTI@pa.gov">RA-PWODPQMCERTI@pa.gov</a>
Quality Assessment & Improvement (QA&I)  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)	<a href="mailto:RA-PWQAIPROCESS@pa.gov">RA-PWQAIPROCESS@pa.gov</a>

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<u><b>Audience</b></u>	<u><b>Resource Account Address</b></u>
number (if applicable) of your organization in the email.	
<b>Incident Management (IM)</b>	
Functionality and improvements to Enterprise Incident Management (EIM) System	<a href="mailto:RA-PWODPEIMASSIST@pa.gov">RA-PWODPEIMASSIST@pa.gov</a>
IM Policy and Procedure Questions	<a href="mailto:RA-impolicy@pa.gov">RA-impolicy@pa.gov</a>
<b>Individual Support Plans (ISPs)</b>	
ISP and related processes	<a href="mailto:RA-odpispinquiries@pa.gov">RA-odpispinquiries@pa.gov</a>
<b>Providers:</b>	
Questions about becoming an ODP Provider and Provider Applicant Orientation (PAO)	<a href="mailto:RA-PWPROVIDERAPP@pa.gov">RA-PWPROVIDERAPP@pa.gov</a>
Provider Enrollment Applications or Processes	<a href="mailto:RA-odpproviderenroll@pa.gov">RA-odpproviderenroll@pa.gov</a>

## Office of Developmental Programs' (ODP) Resource Accounts

<u><b>Audience</b></u>	<u><b>Resource Account Address</b></u>
Any questions or requests for clarification on the provider qualification application or process.	<a href="mailto:RA-odpproviderqualif@pa.gov">RA-odpproviderqualif@pa.gov</a>
Provider Agreements and Processes	<a href="mailto:RA-odpprovideragreem@pa.gov">RA-odpprovideragreem@pa.gov</a>
Billing questions and denied claims resolution	<a href="mailto:RA-odpclaimsres@pa.gov">RA-odpclaimsres@pa.gov</a>
For Providers to submit Claim Documentation	<a href="mailto:ra-pwodpclaimdoc@pa.gov">ra-pwodpclaimdoc@pa.gov</a>
AAW Provider Enrollment questions	<a href="mailto:RA-PWBASPROVENROLL@pa.gov">RA-PWBASPROVENROLL@pa.gov</a>
AAW Provider Qualification questions	<a href="mailto:RA-PWAAWPROVIDERQUAL@pa.gov">RA-PWAAWPROVIDERQUAL@pa.gov</a>
Account for ODP providers to submit check stops on payments	<a href="mailto:RA-PWODPPROMISECKSP@pa.gov">RA-PWODPPROMISECKSP@pa.gov</a>
<b>Supports Coordination Organizations (SCOs) and Supports Coordinators (SCs) and SC Supervisors</b>	



## Office of Developmental Programs' (ODP) Resource Accounts

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SCO initial and triennial qualification applications and supplemental documentation and qualification process	<a href="mailto:RA-scqualifications@pa.gov">RA-scqualifications@pa.gov</a>
<b>Licensing:</b>	
Inquiries related to ODP Licensing	<a href="mailto:Ra-odplicensing@pa.gov">Ra-odplicensing@pa.gov</a>
<b>6100 Regulations:</b>	
For issues concerning compliance, regulatory processes, or administrative matters under Chapter 6100	<a href="mailto:RA-PWODP6100Regs@pa.gov">RA-PWODP6100Regs@pa.gov</a>
For questions relating to the 6100 regulations and to receive comments during public review periods.	<a href="mailto:ra-pw6100regadmin@pa.gov">ra-pw6100regadmin@pa.gov</a>