



# NJ Division of Developmental Disabilities (DDD)

## Directory of Email Helpdesks and Mailboxes

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## DDD Helpdesks

- Do not email multiple helpdesks at the same time. If you send an email to the wrong helpdesk, they will forward it to the correct helpdesk and copy you.
- Use a short and succinct subject line and always include the six-digit DDD ID number of the individual on whose behalf you are sending the email.

### CCP Waiting List Requests Helpdesk

[DDD.CCPWaitlistRequests@dhs.nj.gov](mailto:DDD.CCPWaitlistRequests@dhs.nj.gov) – this helpdesk is for requesting a person’s status on the CCP Waiting List and/or submitting a [CCP Waiting List Request Form](#). Visit [Community Care Program Waiting List](#) for more information.

### Criminal History Record Information (CHRI) Helpdesk

[DDD.CHRI@dhs.nj.gov](mailto:DDD.CHRI@dhs.nj.gov) – this helpdesk is for questions about state and federal criminal background checks, questions about fingerprinting and fingerprint archive requests, and/or for submitting [Archive Request Templates](#) and [Flag Removal Forms](#).

### DDD Human Rights Committee

[DDD.HRC@dhs.nj.gov](mailto:DDD.HRC@dhs.nj.gov) – this helpdesk is for questions about the DDD Human Rights Committee (HRC) and/or submitting the DDD [Human Rights Committee Referral Form](#).

### Employment Controls and Compliance Unit (ECCU) Helpdesk

[DHS-ECCU.COMP@dhs.nj.gov](mailto:DHS-ECCU.COMP@dhs.nj.gov) – this helpdesk is for asking questions and getting help with Child Abuse Record Information (CARI) checks. Visit [Child Abuse Record Information \(CARI\)](#) for instructions on creating a CARI account.

### Employment Helpdesk

[DDD.EmploymentHelpdesk@dhs.nj.gov](mailto:DDD.EmploymentHelpdesk@dhs.nj.gov) – this helpdesk is for employment-related questions and/or submitting any of the following: [Continuation of Prevocational Training Justification](#), [Supported Employment Funding Request](#), and the [Early Retirement Request](#).

### EVV Helpdesk

[DDDEVV@dhs.nj.gov](mailto:DDDEVV@dhs.nj.gov) – this helpdesk is for questions about Electronic Visit Verification (EVV).

### Fee-For-Service Helpdesk

[DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov) – this helpdesk is for questions about the fee-for-service system and/or for requesting a person’s Tier Assignment Letter. You may also submit questions,

concerns and problems related to Public Partnerships LLC (PPL), as long as you have first reviewed the [Customer Service Information & Escalation Process](#) sheet.

## **Fingerprint Approval Retrieval Application (FARA) Helpdesk**

[ECCU.FARA@dhs.nj.gov](mailto:ECCU.FARA@dhs.nj.gov) – this helpdesk is for questions about background-check results and for reporting problems with retrieving fingerprint results from the FARA website.

## **Home and Community Based Services Helpdesk**

[DDD.HCBShelpdesk@dhs.nj.gov](mailto:DDD.HCBShelpdesk@dhs.nj.gov) – this helpdesk is for questions about the [Home and Community Based Services \(HCBS\) Final Regulation](#), issued by the federal Centers for Medicare and Medicaid Services.

## **Housing Subsidy Helpdesk**

[DDD.housingsubsidy@dhs.nj.gov](mailto:DDD.housingsubsidy@dhs.nj.gov) – this helpdesk is for questions about DDD housing subsidies and/or submitting an application for a housing subsidy.

## **ISP Retroactive Changes Helpdesk**

[DDD.ISPRetroactivechanges@dhs.nj.gov](mailto:DDD.ISPRetroactivechanges@dhs.nj.gov) – this helpdesk is for submitting a request for retroactive changes to an Individualized Service Plan (see the Best Practice Guide for more information).

## **Medicaid Eligibility Helpdesk**

[DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov) - this helpdesk is for:

- Help with/coordination of a person’s enrollment into the Supports Program + Private Duty Nursing (SP+PDN)
- Help with/coordination of a person’s transfer from MLTSS to all DDD waiver programs (CCP, SP, SP+PDN)
- Submitting a Medicaid Troubleshooting form
- Submitting a provider or SCA request to submit and submission of payment voucher when there is a temporary loss of a person’s Medicaid. Visit [Voucher Process When Medicaid Terminates](#) for more information.

## **MLTSS Referral Helpdesk**

[DDD.MLTSSreferral@dhs.nj.gov](mailto:DDD.MLTSSreferral@dhs.nj.gov) – this helpdesk is for questions about MLTSS, and/or for submitting a request for help an MLTSS referral or for MLTSS/DDD service options counseling.

## **Mortality Helpdesk**

[DDD.ORMmortality@dhs.nj.gov](mailto:DDD.ORMmortality@dhs.nj.gov) – this helpdesk is for Support Coordinators to ask questions about and get support with the death verification process in iRecord.

## **NJCAT Reassessment Requests**

[DDD.DDPIAssessmentRequests@dhs.nj.gov](mailto:DDD.DDPIAssessmentRequests@dhs.nj.gov) (“Requests” is plural) – this helpdesk is for submitting an NJCAT reassessment request. Please see the Best Practice Guide for information about requesting an NJCAT reassessment.

## **Office of Education on Self-Directed Services (OESDS)**

[DDD.OESDS@dhs.nj.gov](mailto:DDD.OESDS@dhs.nj.gov) – this helpdesk is for questions and information about DDD-funded self-direction/self-directed services and can help individuals and families (and their support coordinators) who are – or are interested in – self-directing some or all their services.

## **Office of Program Integrity & Accountability (OPIA) Helpdesk**

[DHS.OPIA@dhs.nj.gov](mailto:DHS.OPIA@dhs.nj.gov) – this helpdesk is for questions about and getting help with the Central Registry of Offenders against Individuals with Developmental Disabilities (often referred to as the Central Registry).

## **PASRR Helpdesk**

[DDD.PASRR@dhs.nj.gov](mailto:DDD.PASRR@dhs.nj.gov) – this helpdesk is for questions about the Preadmission Screening and Resident review (PASRR) process and/or reporting an admission to or discharge from a nursing home or a transfer from rehabilitation to long-term care.

## **Provider Helpdesk**

[DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov) – this helpdesk is for reporting learned or observed concerns about a service provider and/or requesting changes to the Support Coordination Agency email address, phone number, or physical/ mailing address. (To request a change to an SC single staff email address or phone number, you must submit a Jira ticket.)

## **Provider Performance and Monitoring Unit Helpdesk**

[DDD.PPMU@dhs.nj.gov](mailto:DDD.PPMU@dhs.nj.gov) – this helpdesk is for provider-related questions and/or submitting a residential provider request to discharge an individual from a residential program.

## **Resource Team**

[DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov) – this helpdesk is for submitting a request for consultation with a Speech Pathologist, Behaviorist, or Registered Nurse. It is also for submitting a request

for a workshop or training and/or to receive monthly notifications of training opportunities from the Resource Team. Visit the DDD [Health and Safety](#) webpage for more information and for request forms.

## **SCA Choice Helpdesk**

[Ddd.Scachoice@dhs.nj.gov](mailto:Ddd.Scachoice@dhs.nj.gov) – this helpdesk is for questions about or a problem with an SCA reassignment. It is also for submitting the SCA Change Form.

## **SCU Education and Training Helpdesk**

SCUTrainingHelpdesk@dhs.nj.gov – this helpdesk is for questions about Support Coordination Agency education and training. Visit [Support Coordinator Information](#) for all trainings available for Support Coordinators.

## **Service Approval Helpdesk**

[DDD.ServiceApprovalHelpDesk@dhs.nj.gov](mailto:DDD.ServiceApprovalHelpDesk@dhs.nj.gov) – this helpdesk is for questions about the status of a service review.

## **Support Coordination Helpdesk**

[DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) – this helpdesk is for Support Coordinators to ask general and case-specific questions and/or for help with the following:

- Seeking Out Support (SOS) Forms
- Intensive Case Management (ICM) Referrals
- Residential Referral Coversheets
- General iRecord assistance and guidance (e.g., unchecking the retirement checkbox, entering birth information)
- Forwarding requests for expedited ISP reviews.

**Note:** Do not attach documents when emailing the Support Coordination Helpdesk.

## **Supports Program Bump-Up Requests Helpdesk**

[DDD.SPBumpUpRequest@dhs.nj.gov](mailto:DDD.SPBumpUpRequest@dhs.nj.gov) – this helpdesk is for submitting a “bump-up request” for a person in the Supports Program. See chapter 3.5.2 of the [Support Program Policies and Procedures Manual](#) for more information.

## **Transition Helpdesk**

[DDD.TransitionHelpdesk@dhs.nj.gov](mailto:DDD.TransitionHelpdesk@dhs.nj.gov) – this helpdesk is for questions about the transition from school to adult life/adult DD services. Visit [Transition from School to Adult Life](#) for more information.

## **DDD Mailboxes**

Mailboxes provide information but do not receive/respond to questions.

### **DDD Communications Mailbox**

This mailbox sends out Division updates and other information to any stakeholder who subscribes. To subscribe, visit [Subscription Management - DDD Communications Listserv](#).

This mailbox also sends out Support Coordination Update, the monthly newsletter for Support Coordination professionals. To subscribe, visit [Subscription Management - Support Coordination Listserv](#).

### **DDD-IT Requests Mailbox**

This mailbox sends out general status updates about iRecord, shares any general technology concerns, and provides individual updates on JIRA tickets. To submit any IT-related problem, you must create a Jira ticket through the Jira Service Desk.

### **DDD SCU Communications Mailbox**

This mailbox sends out information, reminders, and publications from the Support Communication and Case Management Unit to Support Coordination Agencies and internally to DDD.

### **DDD SCU Notifications Mailbox**

This mailbox reviews (1) findings of the Department of Human Services (DHS) Field Safety and Services Unit (FSSU), which conducts unannounced visits to DDD licensed service settings, (2) Incident Reports (IRs), and (3) on-call notes. This mailbox will forward individual-specific information to assigned SCAs with instruction for follow up.