



# Frequently Asked Questions

## BDDS Gateway

### Individuals/Families



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BDDS mission: *“To connect people with disabilities and their families to resources and supports to live their best life.”*

## ONLINE APPLICATION

- How much will the application cost me to submit?
  - *BDDS does not charge a fee to submit an application.*
- Will there be BDDS fact sheets/checklists or other related information available for individuals and families to access?
  - *The BDDS webpage currently houses its fact sheets on our services, including a checklist of what to expect when submitting an application for the Family Support waiver. The BDDS Gateway will contain links to these resources as well as resources to guide you through using the online application.*
- Will there be directions to explain how to fill out the application?
  - *When you access the online application there will be instructions as well as information on what will be required to submit the application online. In addition, a pre-recorded video walkthrough of submitting an application will also be available for reference.*
- How do I describe my disability?
  - *This section of the application is to give BDDS a very basic idea of how the disability affects a person's life. This can include areas of life such as communication, mobility, learning, self-direction, independent living skills, and self-care. During your intake interview, you and your service coordinator will discuss this in more detail.*
- What happens if I don't have a social security number available at the time of application?
  - *A social security number or an individual tax identification number is required by 42 CFR 435.910 for anyone submitting an application for services administered by BDDS because they are Medicaid programs. If you do not have a social security number or individual tax identification number, you will need to obtain a social security number or individual tax identification number to complete the online application.*
- Can the application be submitted without a social security number and call back in later with the number?
  - *No, to complete the BDDS application you must submit a social security number or an individual tax identification number as required by 42 CFR 435. If a social security number or individual tax identification number is not available, the applicant will need to obtain the social security number or individual tax identification number to complete the online application.*
- Will partial applications be allowed to be submitted? Is it an all or nothing approach?

- *No, the online application is not able to be saved and returned to later. There are parts of the application that are required to be completed before the application can be submitted. The list of required information is included with the instructions at the start of the application.*
- I am currently homeless and staying with friends. Can I still apply?
  - *Yes, the application will ask where you live, and you can choose 'Homeless' in the list of options.*
- Can I have someone, like my doctor or teacher, fill out an application for me?
  - *Yes, you may have someone help you with the application; however, the individual and/or their legal guardian must submit an electronic signature at the end of the application. If you need assistance with filling out the application your [local BDDS District office](#) is available to assist.*
- Will individuals/families receive notification via email when entire application is complete?
  - *No. Upon successful submission of an application a message confirming successful submission of the application will be displayed on the screen. Individuals/families will have the opportunity to print their application at that time. We encourage individuals to print their application for their records. If you are unsure if your application was successfully submitted, you may contact your [local BDDS District office](#) to confirm.*
- After I submit my application, am I able to make updates to the application?
  - *If you need to update any information in the application, contact your [local BDDS District office](#).*
- How do I receive help with using the BDDS Gateway system?
  - *Additional assistance may be obtained by contacting the [local BDDS District office](#).*
- How do I find out the status of my application?
  - *Please contact your [local BDDS District office](#) for information regarding the status of your application. A representative from the BDDS District office will be in contact within 15 days of application submission.*
- What should I do if I have not heard from the BDDS District office after 15 days?
  - *If you have not received contact from BDDS after 15 days, please contact the [local BDDS District office](#)*
- How do I know that my social security number and personal health information that I provide is being protected?

- *Except as described in the Notice of Privacy, BDDS will consist with its legal obligations, not use or disclose confidential or protected health information that identifies you without your written authorization.*
- Will I receive a copy of my application?
  - *Upon successful submission of your application, you will have the ability to print a copy of your application for your records if you choose. We recommend that you print and retain a copy of your application for your records.*
- Will this new convenient online portal also include the application for Vocational Rehabilitation employment services as well as the waiver and other services?
  - *No, the BDDS Gateway will only include the application for BDDS services, which includes BDDS waivers and supervised group living.*
- Is the BDDS Gateway used to apply for the Community Integration and Habilitation (CIH) waiver?
  - *The BDDS Gateway is for the general application to begin BDDS services.*
- What is the process for applying for the CIH waiver if the individual is already receiving BDDS services?
  - *Individuals currently receiving BDDS services must contact their waiver case manager or the local BDDS office to discuss the process for applying for the CIH waiver.*
- Can I use the BDDS Gateway to become a new BDDS provider?
  - *No, the BDDS Portal is an online application for an individual to submit an application for BDDS services.*

## DOCUMENTS

- Will I have the ability to upload any documents?
  - *No, you will be contacted within 15 days of submission of your application and notified of any additional documentation needed to complete your application and provided instructions for submitting the additional documentation.*
- How can I obtain a Confirmation of Diagnosis form?
  - *The Confirmation of Diagnosis form can be obtained from the DDRS website (<https://www.in.gov/fssa/ddrs/information-for-consumers/forms/>) You will be contacted within 15 days of submission of application and at that time the BDDS District staff will inform you on the steps to submitting the completed form to BDDS.*

- Will there be a way for families to see what the time frame of applications currently being targeted is (i.e. something that says January 2020 applications are currently being targeted)?
  - *No. The BDDS Gateway is an additional avenue to submit an application for BDDS services and will not contain any information related to the waitlist or targeting.*

## TRAINING/RESOURCES

- Are there any training videos that highlight the features of the BDDS Gateway system?
  - *A pre-recorded video walkthrough of submitting an application is available for reference at <https://www.youtube.com/watch?v=TOwq4rbqYS8>*