

Date: August 15, 2018

DDSD-DDW Numbered Memo 2018-16

To: All DD Waiver Providers and Interested Parties

From: Jim Copeland, DDSD Director

Subject: Regional Office Request for Assistance (RORA)

Based on feedback received from various stakeholders and advisory groups, DDSD has revised the existing Regional Office Request for Intervention (RORI) template. The revised template will now be called the Regional Office Request for Assistance (RORA).

DDSD created the new RORA template and system to promote and encourage communication with external and internal partners and to provide a platform for raising concerns to DDSD. The newly revised RORA template is intended to be a user-friendly document and helpful mechanism to inform DDSD of gaps in services and/or needs for assistance. In addition, the RORA form provides important information that enables DDSD to track and resolve concerns on the individual, provider, and systemic level.

As per the March 1, 2018 DD Waiver Service Standards, Page 237, Section 19.6.1-4 "DDSD's RORA system is the mechanism to track any formal requests for Regional Office assistance. The system operates as follows:

1. Provider Agencies can make requests for assistance for various reasons.
2. Typical requests are listed in specific categories on the RORA template available on the DOH website <https://nmhealth.org/ddsd/>
3. The RORA form should be completed in its entirety by the requestor and submitted to the appropriate Regional Office via Therap scomm or via fax.
4. CMs should complete a RORA when there are no available Provider Agencies of specific service type in a county or region to assist the DDSD in tracking service availability."

The effective date for use of the new RORA template is August 15, 2018. As a result, the existing RORI template will no longer be available or accepted by DDSD after August 15, 2018. Attached to this memo is the RORA template and instructions which are also available on the Regional Office page of the DDSD website.

If you have questions please contact Scott Doan at 575-528-5180 or your local Regional Office.