

Intake & Referral Process

I've made the referral, now what?

- You are not on the Waiting List, yet!
- Please see attached letter with the assigned Case Manager's information included
- The Intake Case Manager will contact you by phone, usually within 14 working days
- You will need to provide proof of the Intellectual Disability before a home visit can be scheduled

This is a multi-step process and is just beginning once you call the referral number!

Proof of an Intellectual Disability

Send the Assigned Case Manager any one (1) of the following listed eligibility documents.

- Psychological Evaluation with IQ score of 70 or below that occurred before age 18 with a diagnosis of ID
- School Records Indicating an IQ score of 70 or below occurred prior to age 18. Record may state "Certified for Special Education due to Intellectual Disability" or "Primary Diagnosis, ID"
- Tennessee Early Intervention Services (TEIS) are being provided due to ID or Developmental Disability prior to age 5
- Written Doctor's (MD or DO) statement indicating the presence of Intellectual Disability prior to age 18.
- PASRR document indicating the person is not eligible for nursing home because of ID
- Social Security Administration documents/reports indicating ID or MR is the presenting disability for SSI or SSDI.

*ID = Intellectual Disability, please note that ID was once labeled as "Mental Retardation" or "MR". We will accept this type of documentation as well.

I've sent the proof, now what?

- The Intake Case Manager will come out to conduct a home visit and to complete the Intake Assessment
- Based on the information gathered, the Case Manager will assign you a Category. The various categories include "Crisis", "Urgent", "Active", and "Deferred"
- At this time, DIDD is only able to enroll people that meet the Crisis Category. The Case Manager will be able to explain in detail what this means.
- If you disagree with the Category you are put in, you may ask for reconsideration.
- Your Case Manager will provide you with as many community resources as possible, customized for your needs.
- If you are not in the Crisis category, you will need to keep in contact with your case manager to let them know of any changes to your life situation.
- If you move, please contact your case manager so that we know how to contact you!