

Preface

The manual is written for the Office of Aging and Adult Services (OAAS) Regional Offices (ROs) and Support Coordination Agencies (SCAs) as a guide to processing OAAS Home and Community-Based Services (HCBS) Waivers. The goal is to provide accurate, complete information in a structured, easily-read and easily-referenced manual. The Department of Health and Hospitals (DHH), Office of Aging and Adult Services (OAAS) will continue to maintain this manual in its entirety.

Since the focus of the manual is on procedures, some references to other manuals are necessary.

Explanatory Notes

The notes in this manual provide key points essential to the understanding of the main purpose.

Throughout this manual, it is important to remember the intent of the various roles of all of the individuals involved in the processes outlined. For example, it is the responsibility of the support coordinator supervisor (SC Supervisor) to review the work of the support coordinator (SC) before submittal to regional office (RO). If the manual states that the SC Supervisor will review and submit to RO, it would be acceptable for a representative of the SC Agency (SCA) to submit, as long as the SC Supervisor reviewed and/or approved, as applicable.