

# APPENDIX P

## IFDS Key Contacts

VAYA HEALTH CONTACTS	
24/7 Behavioral Health Crisis Line	1-800-849-6127
Member and Recipient Service Line (Monday-Saturday, 7 a.m.-6 p.m.)	1-800-962-9003

My care manager/care coordinator:	Phone:
My Community Navigator:	Phone:
My Employer of Record (EOR) (if applicable):	Phone:
My Representative (if applicable):	Phone:
My Financial Support Services Agency (FSSA):	Phone:
My Agency with Choice (AWC) (if applicable):	Phone:
My Primary Crisis Responder provider agency (if applicable):	Phone:
My primary care provider (PCP):	Phone:
My pharmacy:	Phone:
My direct support professional (DSP) (1):	Phone:
My direct support professional (DSP) (2):	Phone:
Backup staff (1):	Phone:
Backup staff (2):	Phone:
My emergency contact:	Phone:

<b>What's the issue?</b>	<b>Whom to contact:</b>	<b>Phone number:</b>
<b>Contacting Vaya departments</b>	Vaya Member and Recipient Services Department	1-800-962-9003
<b>Care plan – original and any revisions and/or changes in goals</b>	Care Manager/Care Coordinator	
<b>Referral for IFDS initial training</b>	Care Manager/Care Coordinator	
<b>Appointing a Representative</b>	Care Manager/Care Coordinator	
<b>Medicaid questions</b>	Vaya Member and Recipient Services Department or Care Manager/Care Coordinator	
<b>Training handbooks and training certificate</b>	Community Navigator	
<b>care plan approval</b>	Vaya Business Line	1-800-893-6246
<b>Task analysis/strategies training</b>	Community Navigator	
<b>Emergency preparedness</b>	Community Navigator or Agency with Choice (AWC) provider	
<b>Backup staffing general questions</b>	Community Navigator or AWC provider	
<b>Health and safety issues</b>	Care Manager/Care Coordinator	
<b>Documentation forms</b>	Community Navigator	
<b>Personnel forms</b>	Community Navigator	
<b>Time/billing sheets</b>	Financial Support Services Agency (FSSA) or AWC provider	
<b>Background check forms</b>	FSSA	
<b>Workers' compensation insurance application and questions</b>	FSSA	
<b>Community resources</b>	Community Navigator	
<b>Incident reports; Incident Response Improvement System (IRIS)</b>	Vaya Incident Response Team	<a href="mailto:incidentreport@vayahealth.com">incidentreport@vayahealth.com</a>
<b>Monitoring of services</b>	Vaya Business Line	1-800-893-6246
<b>Service documentation training</b>	Community Navigator	
<b>Assistance locating resources for goods and services</b>	Community Navigator	
<b>Complaints</b>	Vaya Grievance Resolution and Incidents Team	1-800-893-6246, ext. 1600
<b>Returning to provider-managed services</b>	Care Manager/Care Coordinator	
<b>Managing employee issues</b>	Community Navigator	
<b>Individual Budget</b>	Care Manager/Care Coordinator	

<b>Understanding employee training</b>	Community Navigator or AWC provider	
<b>Questions about monthly EOR budget</b>	FSSA or Community Navigator	
<b>Obtaining and using the EOR budget tool</b>	FSSA	
<b>Hiring employees under the AWC provider model</b>	AWC provider	
<b>Additional Issues:</b> _____		