New Horizons
SOCIAL SERVICES

557 W. Bakerview Rd. #114 | Bellingham, WA 98226
Costan Balgobin, Agency Owner | (954) 464-0256
Costan@NewHorizonsSS.com | www.NewHorizonsSS.com

BECOMING A DDA CLIENT

APPLICATION | ELIGIBILITY | SERVICES | PROVIDER CHOICE

START HERE — **Medicaid / Apple Health alone does not make someone a DDA client.** DDA enrollment comes first. After enrollment, services are requested, assessed, and authorized before a provider is selected.

1 BECOME DDA ELIGIBLE	2 REQUEST DDA SERVICES	3 CHOOSE A PROVIDER
Application + eligibility	Request + assessment + authorization	NHSS selection, if desired, follows authorization

1 PREPARE + APPLY

☐ Request and complete the DDA enrollment/intake packet; ask DDA for help if needed.

☐ Gather diagnostic/medical or psychological records, school/special-education records when available, and adaptive-functioning/daily-support records.

2 SUBMIT + FOLLOW UP

☐ Send the application and records to Region 2 Intake & Eligibility; confirm receipt and respond quickly to requests for more documentation.

☐ A written eligibility decision is generally made within 30 days after all requested documentation is received.

3 AFTER DDA APPROVAL

☐ Once enrolled, contact the assigned Case Resource Manager (CRM) or call Service & Information Request: (800) 567-5582.

☐ Describe support needs in plain language; you do not need to know the exact DDA service name.

4 COMPLETE THE DDA ASSESSMENT

☐ Explain support needs, strengths, challenges, routines, safety, community access, and independence goals.

☐ Review the proposed Person-Centered Service Plan and authorized service level.

5 CONFIRM AUTHORIZED SERVICES

☐ Ask whether Life Skills and/or Staff & Family Consultation fit the assessed needs and goals.

☐ Confirm the approved service, units/hours, duration, effective dates, and any conditions.

6 CHOOSE A PROVIDER

☐ After authorization, tell the CRM which provider the individual wants to use.

☐ If choosing New Horizons for Life Skills and/or Staff & Family Consultation, ask the CRM to send the referral/authorization to NHSS, then complete NHSS intake and scheduling.

IMPORTANT — **DDA eligibility, service eligibility, and service authorization are separate steps.** The CRM assesses need and includes approved services in the Person-Centered Service Plan. Provider selection follows authorization.

PROGRESS ☐ Packet requested ☐ Application + records submitted ☐ DDA enrolled ☐ Services requested ☐ Assessment completed ☐ Provider selected

KEY DDA CONTACTS

DDA REGION 2 - INTAKE & ELIGIBILITY	REQUEST SERVICES AFTER ENROLLMENT	BELLINGHAM DDA FIELD OFFICE
Counties: Island, King, San Juan, Skagit, Snohomish, Whatcom **Phone:** (800) 326-1247 **Email:** DDA2IETEAM@dshs.wa.gov **Fax:** (425) 252-1363 **Mail:** 20311 52nd Ave W, Ste 302, Lynnwood, WA 98036-3901	**Service & Information Request:** (800) 567-5582 **Use for:** Whatcom, Skagit, Snohomish, Island & San Juan counties. Request services or an enrollment packet.	**Address:** 2219 Rimland Dr, Suite 315, Bellingham, WA 98226 **Phone:** (425) 401-4640 **Toll-free:** (800) 239-8285 **Fax:** (425) 252-1363

IF YOU CHOOSE NHSS — Costan Balgobin, Agency Owner | (954) 464-0256 | Costan@NewHorizonsSS.com | www.NewHorizonsSS.com

QUICK ACCESS - SCAN OR CLICK

APPLY / ELIGIBILITY
dshs.wa.gov/dda/consumers-and-families/eligibility

REQUEST SERVICES
dshs.wa.gov/dda/service-and-information-request

FIND A DDA OFFICE
dshs.wa.gov/office-locations

DDA eligibility and service authorization are separate steps; use this guide as a navigation aid and confirm current DDA requirements.