

Overtime Rule Emergency Funding:

Notifying Service Coordinator

Under the new Overtime Rule for Independent Providers, all providers will provide services for an individual no more than 60 hours weekly. Any services provided over 60 hours, considered emergency hours, will need to be reported to the individual's Service Coordinator within 72 hours of the events or circumstance creating the emergency.

"Emergency" is defined as, "an unanticipated and sudden absence of an individual's provider or natural supports due to illness, incapacity, or other cause."

The following procedure should be followed for reporting "Emergency" hours to any Licking County Board of Developmental Disabilities Service Coordinator:

- On a regular business day during 8:00 a.m. to 4:30 p.m. business hours, call Licking County Board of DD and ask to speak with the Service Coordinator of the individual in question. Reporting to a voicemail is not sufficient. All information must be reported to a "live" person. If the Service Coordinator is out of the office, ask to speak with their caseload buddy or their Team Leader.
- After business hours, dial 211 and ask to speak with the Licking County Board of DD on-call representative and leave all required information with that person. The on-call representative will then authorize or deny the emergency services requested and then relay the information onto the correct Service Coordinator, who should then also follow-up with the matter on the next business day.

Informal Complaint Process

- Can be filed with the County Board.
- County Board will respond to a complaint within 30 calendar days and follow complaint process through.

Due Process Rights and Responsibilities

- Applicants for and recipients of services under a home and community-based services Medicaid waiver component administered by the department may use the process set forth in section 5160.31 of the Revised Code.