

OPWDD Parent Preparation Checklist

A practical starting guide for New York State families preparing to contact OPWDD. Check items as you go; you do not need everything on this page before making your first call.

1 Start with the Front Door

- ☐ Call the NYS OPWDD information line: 1-866-946-9733.
- ☐ Tell the representative your county and that you want to learn how to begin the eligibility and service process.
- ☐ Ask about Front Door orientation, referrals, and the next steps for your family.

2 Information to have handy

- ☐ Child or family member's name, date of birth, and county of residence
- ☐ Your contact information and preferred language
- ☐ Diagnosis and developmental evaluations, if available
- ☐ School evaluations or IEP, if available
- ☐ Medical or therapy reports that describe support needs, if available
- ☐ Notes about daily living, communication, safety, and supervision needs

Important: OPWDD will explain which specific documents are required for eligibility review. This checklist is not an official requirements list.

3 Questions to ask

- ☐ What is the next step after this call?
- ☐ How do I learn about eligibility and required evaluations?
- ☐ How do I connect with a Care Coordination Organization (CCO)?
- ☐ What is the difference between OPWDD eligibility and HCBS Waiver enrollment?
- ☐ Who is my contact person, and when should I follow up?

4 Keep a record of your call

Date / time: _____

Person / office: _____

Phone / email: _____

Reference number (if provided): _____

Notes / next steps:

5 Follow-up checklist

- ☐ Write down any documents requested and where to send them
- ☐ Ask how to confirm that materials were received
- ☐ Keep copies of submissions, notices, and correspondence
- ☐ Record deadlines and dates for follow-up
- ☐ If you receive a written denial, read the notice for review or appeal instructions and deadlines

Official information: opwdd.ny.gov | Front Door: 1-866-946-9733

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