



<b>UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES POLICY AND PROCEDURES</b>		
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<b>ELIGIBILITY &amp; INTAKE - ID/RC</b>		
<p><b>RATIONALE:</b>  This policy is intended to establish a standard for intake and eligibility determinations for individuals with Intellectual Disabilities or Related Conditions (ID/RC).</p> <p>Authorizing Code: 26B-6-403  Rule: R539-1 "Eligibility"  Forms: Form 1-1 Intake and Referral Form; Forms 19 or 19C Eligibility for ID/RC Services; Form 824-I Social History; Form 18 Request for ICD-10 Code</p>		
<b>Original Effective:</b> <b>NA</b>	<b>Revision:</b> <b>12/9/2025</b>	<b>Next Review Due:</b> <b>12/9/2030</b>

**I. DESCRIPTION**

This policy and procedure establish a standard for intake and eligibility determinations of individuals with Intellectual Disabilities or Related Conditions (ID/RC) for non-waiver services.

**II. DEFINITIONS**

The following terms are defined for this policy as:

- A. **Applicant:** means the individual applying for services, or their guardian if applicable.
- B. **Caseworker:** means an employee of the division who provides assistance with intake, eligibility, waiting list updates, and waiting list services; and is certified by the division as a Qualified Intellectual Disability Professional (QIDP), or is supervised by a QIDP.
- C. **Eligibility review committee:** means the committee as described in Policy 1.63 that provides an eligibility recommendation in cases where an individual does not clearly meet the state eligibility requirements and a recommendation is needed.
- D. **Intake program administrator (IPA):** means an employee of the division who supervises caseworkers on the intake and waiting list team.
- E. **Intake and waiting list team:** means division staff assigned responsibility for eligibility determinations and referrals.

### **III. POLICY**

- A. Section 26B-6-403 grants the division the authority and responsibility to establish eligibility criteria for services and supports. Administrative Rule R539-1 describes the eligibility criteria of services for people with intellectual disabilities or related conditions.
- B. Eligibility decisions shall be determined by a caseworker.
- C. The intake period is 90 days starting from the return date of the Form 1-1 “Intake and Referral.”

### **IV. PROCEDURE**

- A. If an applicant contacts the intake and waiting list team by phone, email, chat, or postal mail:
  - 1. the caseworker staffing the intake line shall enter the applicant’s contact information into the USTEPS contact screen; and
  - 2. within 5 business days of the initial contact, the caseworker shall mail, email, or fax a Form 1-1 “Intake and Referral” to the applicant, if a packet has not already been submitted.
- B. After an applicant has completed and returned Form 1-1 “Intake and Referral” to the division to initiate the intake process, staff from the intake and waiting list team shall complete the following steps.
  - 1. First, the IPA shall enter the Form 1-1 “Intake and Referral” return date into the USTEPS Contact Decision Screen, which shall then be the 90-day intake period start date.
  - 2. Next, the IPA shall assign the applicant’s case to a caseworker whose office is located near to the applicant’s physical address, or by another method that the IPA deems appropriate.
  - 3. Finally, the assigned caseworker shall send out an intake packet to the applicant within 5 business days of being assigned the case. The intake packet shall be sent according to the applicant’s preferred method: emailed, posted, faxed, or downloaded from the division website.
- C. When the applicant applies through MySTEPS, a caseworker shall review the intake data submitted from MySTEPS in preparation to begin the intake process.
- D. Intake and waiting list staff shall review applications to ensure that the required information and supporting eligibility documents necessary to make an eligibility decision have been completed and submitted. Eligibility documents shall include a qualifying diagnosis as described in Rule R539-1 and 42 C.F.R. 435.1010 (2025).
- E. Information and supporting documents that are required to determine eligibility include, but are not limited to, the following items listed below.
  - 1. A social history shall be submitted by or for the applicant within one year of the date of application.
  - 2. A diagnosis shall be rendered by a medical professional whose scope of licensure includes the ability to render diagnoses.
    - a) Individual Education Plan (IEP) classifications do not qualify as a diagnosis.
    - b) If applicable, confirmation of a related condition submitted via a Form 18 “Request for ICD-10 Code” may be required, if applicable.
  - 3. A psychological evaluation shall be submitted that includes a formal diagnosis, which is corroborated by observation and appropriate testing.
    - a) Testing shall include assessments of intellectual and adaptive functioning. If the applicant is deemed “untestable,” a narrative shall be included to explain why.
    - b) Autism specific testing and screening tools shall be required if Autism is the eligible diagnosis.

- c) For children under seven years of age, a developmental assessment may be used as an alternative to a psychological evaluation. (Examples include but are not limited to Batelle, Denver, Help Strands, Mullen, Developmental Profile, etc).
    - d) If the evaluation is a consultation initiated by the division to determine or solidify a diagnosis, additional testing or observations may not be required.
  4. Supporting documents for substantial functional limitations are defined in Rule R539-1 and shall be documented within a medical record or other supporting document.
  5. A Needs Assessment Questionnaire (NAQ) shall be included that has been administered and completed by the caseworker.
  6. Residency verification shall be included confirming that the applicant, or guardian where applicable, is a resident of Utah. This means that the applicant, or guardian where applicable, is physically present within the state of Utah. Residency shall be declared on the first day of arrival if moving to Utah.
  7. A birth certificate and Social Security card is required.
- F. The assigned caseworker shall assist the applicant as needed with ensuring that all required materials are completed and submitted.
- G. If required eligibility information and documents are not received within the 90-day intake period, the caseworker shall send a written notification letter to the applicant stating:
  1. the case has been placed in an inactive status;
  2. what the missing required information or documents are; and
  3. that the applicant may reactivate the application at any time by contacting the division and providing the remaining required information or documents.
- H. A caseworker may make an eligibility decision at any time during the 90-day intake period.
  1. A caseworker shall review all required eligibility documents before making any decision.
  2. Eligibility decisions shall be made within 10 business days of receipt of all required eligibility documents, unless eligibility still remains in question.
  3. If the applicant is determined eligible for division non-waiver services, the caseworker shall document the decision in the eligibility screen of USTEPS.
  4. The caseworker shall list the services that the Person is interested in receiving in USTEPS in the Waiting List Information Screen, once the person's status has been changed to waiting list. This is an automatically assigned task that must be completed to resolve that task in USTEPS.
  5. If the applicant is determined ineligible for division non-waiver services, the caseworker shall document that decision in the eligibility screen of USTEPS.
  6. The division shall send a Notice of Agency Action within two (2) business days of the determination that communicates the eligibility determination to the applicant .
  7. If the applicant's eligibility remains in question, the caseworker shall, prior to the 90-day intake deadline:
    - a) request any additional necessary information from the applicant;
    - b) consult with the IPA as needed;
    - c) forward the applicant's information to the Eligibility Review Committee for a review and recommendation; or
    - d) request a psychological consultation or evaluation with a contracted psychologist, if division funding is available.
- I. The division shall inform an applicant that they may choose to receive services in an intermediate care facility for persons with intellectual disabilities (ICF) while remaining on the waiting list for

division services.

- J. The caseworker shall update the NAQ annually to document the applicant's continued intention to wait for services, as described in Policy and Procedure 1.5 "Updating and Reporting Waiting List Information."