



Immediate Need Assessment Process for LDSS

Below is a summary of the process for an LDSS to assist a consumer to receive an Immediate Need Assessment from the New York Independent Assessor (NYIA).

1. LDSS representative electronically completes the Expedited/Immediate Need Assessment Request Form and submits via secure URL.
2. NYIA sends LDSS representative an auto-generated email confirmation that the form has been received.
3. LDSS representative initiates a three-way call to the NYIA Operations Support Unit (OSU) at 855-665-6942 with the consumer on the line.
4. On the call, the OSU coordinator schedules the Initial Assessment and the Clinical Appointment, both of which will be completed within six calendar days of the call.
5. The Initial Assessment is conducted by a Nurse Assessor and takes approximately three hours. The Clinical Appointment is conducted by an MD, DO, NP, PA, or Specialist Assistant and takes approximately one hour. The consumer can choose to schedule these appointments to take place in person or via telehealth (Zoom).
6. Within 24 hours of each appointment, the consumer receives a reminder telephone call from the Nurse Assessor who will conduct their Initial Assessment and the clinician who will conduct their Clinical Appointment.
7. Consumer who has chosen to schedule telehealth appointments receives an email that provides a Zoom link to these appointments prior to each appointment.
8. Nurse Assessor completes and submits the Community Health Assessment (CHA) in the UAS-NY. Clinician completes and submits the Medical Review and Practitioner's Order (PO) Form in the UAS-NY.
9. CHA and PO outcomes are available to the LDSS via either the UAS-NY Data Exchange or UAS-NY Reports. The LDSS will also find outcome information in their current daily reports and in a new report ("Fast Track Appointment Status Report") related to interrupted, no-show, and canceled appointments.
10. NYIA sends the consumer a notice indicating whether they are medically stable to receive PCS and/or CDPAS in the home and are eligible for Managed Long Term Care.