Innovations Plus

Frequently Asked Questions

Individualized Budget Amounts

North Carolina’s Department of Health and Human Services (DHHS) is improving the system of services offered to people with intellectual and other developmental disabilities (I/DD). An important change to improve services is a new program called “Innovations Plus.” Below are questions and answers about how Individualized Budget Amounts are determined.

1. What is an Individualized Budget Amount?
   An Individualized Budget Amount is the amount of money made available to a person with intellectual and developmental disabilities (I/DD) to get Medicaid waiver services.

2. Why is it important to have an individualized budget?
   When you know how much money is in your budget, you have more information to make decisions. You can use your Individualized Budget Amount to choose services you need.

3. How is my Individualized Budget Amount determined?
   You will be assigned an Individualized Budget Amount based on information gathered from your Supports Intensity Scale (SIS) assessment and other information such as your age, where you live, and if you have significant medical or behavioral needs.

   Before your person centered service planning meeting, you will be notified of the budget amount available to you. If you need additional funding to cover necessary services, then at the meeting you can request additional help. No Individualized Budget Amount can be higher than $135,000 for the year.

4. When will I know what my Individualized Budget Amount is?
   Beginning in 2013, Innovations Plus will be rolled out across North Carolina. Under the Innovations Plus program, once you have participated in a Supports Intensity Scale (SIS) assessment, then an Individualized Budget Amount can be created for you. You will know your Individualized Budget Amount prior to your annual service planning meeting.

5. What services can I get?
   North Carolina’s service menu has two levels: base budget services and add on services. Using your Individualized Budget Amount you get base budget services. If you need additional help such as to prevent a crisis or after a crisis has occurred, then you may ask for additional (Add On) services. Your Care Coordinator will assist you to make sure that your service plan appropriately identifies and requests services to meet your needs. Your Care Coordinator will also check that services are delivered according to your service plan.
6. What if I do not agree with my Individualized Budget Amount?

If you do not agree with the funding amount given to you, first contact your Care Coordinator and tell him or her how you feel and why. Afterwards, if you are still not satisfied, you can file a complaint with your LME-MCO. LME-MCOs are required to track and respond to every complaint. As always, people receiving Medicaid services have, and will continue to have, the right to appeal any decisions made about their services.

7. Where can I get more information about Innovations Plus?

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Contact your local LME-MCO to learn more. You can find a list of LMEs-MCO’s and their contact information on the internet here:  
http://www.ncdhhs.gov/dma/lme/LMEMCOmap01113.html