

## **Providing Auxiliary Aids and Services for Persons with Disabilities**

1. Identification and Assessment of Need:
  - a. Partnership provides notice of the availability of auxiliary aids and services through our Notice of Availability and Non-Discrimination notices.
  - b. When a member, their authorized representative (AR), or someone with whom it is appropriate for Partnership to communicate (hereafter called "companion") identifies as having a disability affecting the ability to communicate, access, or manipulate written materials, or requests an auxiliary aid or service:
    - i. The Partnership representative will help the member/AR/companion fill out and submit an Auxiliary Aid Request Form
      1. Partnership staff will notate this request and reach out to the member/AR/companion to determine what aids or services are necessary to provide effective communication, based on their identified disability.
    - ii. The member/AR/companion can tell Partnership staff over the phone about their auxiliary aids or services request.
      1. Partnership staff will notate this request at time of call.
      2. Partnership staff will then work with the member/AR to determine what aids or services are necessary to provide effective communication based on their identified disability.
2. Provision of Auxiliary Aids and Services:
  - a. Partnership staff will determine and provide the appropriate aid and/or service necessary for members/ARs/companions with impaired sensory, manual, or speaking skills in a timely manner. MCND9002 lists the auxiliary aids and services Partnership provides.