

The logo for The Open Door of NJ features a blue oval with the text "The Open Door of NJ" in white. A yellow swoosh is positioned above the oval, extending from the left side towards the top right.

The Open Door of NJ

September 6, 2019

Dear Day Program Participant Families and Providers;

As you are aware, the Division of Developmental Disabilities has almost fully transitioned into a Medicaid-based fee-for-service (FFS) payment system. This change, which started taking effect on July 1, 2018, has impacted many of the services provided by The Open Door and the way in which the services we offer are provided. Transportation will be the next service impacted by these changes.

The Open Door has made every effort to accommodate and provide transportation to all consumers regardless of the number of days they attend program, however, effective October 1, 2019, priority seating will be given to consumers who attend Day Program and/or Pre-Vocational Program 5 days a week. This will initially affect any new admissions into the program to allow time for current consumers to make the appropriate changes.

As of November 1, 2019, all consumers who wish to receive transportation by The Open Door, must attend program 5 days a week.

This notice will also serve as a reminder of the current policy regarding attendance and call out procedures. All consumers must adhere to appropriate call out procedures. If a consumer is going to be absent for either AM or PM transport, a call must be placed to the main office at 732-408-5681 no later than 5pm the day before. Failure to comply with this procedure will result in a charge to the budget for the daily transportation rate. Additionally, if there are repeated failures to comply, temporary suspension of services and ultimately a termination of services may occur. Any vacations absences must be made in writing via the Vacation Notification Form which is available on the website at www.theopendoornj.com.

Should any consumer fall below 80% utilization of transportation, they will be removed from transportation and their seat will be given to another individual. The consumer will still be enrolled and able to attend the program, however transportation will need to be provided on their own. Should an individual wish to be placed back on transportation provided by The Open Door, they may complete a Transportation Re-Enrollment Form. If approved, the individuals will be placed back on transportation, pending an available seat, or on a waiting list until a seat becomes available. If not approved, a determination will be sent in writing.

Anyone who has not utilized transportation for 30 days or more, for any reason, will be removed from transportation and will need to complete a Transportation Re-Enrollment Form.

Please feel free to reach out if you have any questions or need assistance working with your Support Coordinator to add additional service days. Thank you for your understanding and cooperation during this transitional time. The Open Door looks forward to continuing to support your loved one.

Thank you,

The Open Door of NJ