

## Introduction

The Department of Behavioral Health & Developmental Services (DBHDS) uses automation to process Emergency Slot Requests (ESRs). To support this process, the ESR form has been updated to enhance information sharing and streamline automation. CSBs need to complete the form thoroughly and accurately. The current form version is identified as **ESRv003.rev.date.07.01.2025**. All submissions must be sent via secure email to [emergency\\_slot\\_request@dbhds.virginia.gov](mailto:emergency_slot_request@dbhds.virginia.gov).

## Scope and Applicability

Emergency access to waiver services is contingent upon funding availability and eligibility for waiver services. Eligible individuals may be listed on the Priority 1, 2, or 3 waiting lists or may be newly identified due to emergent needs. However, to receive an emergency slot, the individual must ultimately qualify for and be assigned **Priority 1** status.

**Note:** Individuals and families/caregivers have the right to appeal the application of emergency criteria under **12VAC30-110**, as described in the Notice of Action letter provided by the CSB. Appeal requests must be submitted to **DMAS**. Further details about emergency slots are available in the DD Waiver regulations under **12VAC30-122-90**.

Before submitting an Emergency Slot Request, the CSB should explore alternative community resources to meet the individual's needs.

*Important:* Emergency slots are generally loaned and must be repaid.

## Process Overview

### ESR Form Submission

1. The CSB submits the completed ESR form via **secure email** to: [emergency\\_slot\\_request@dbhds.virginia.gov](mailto:emergency_slot_request@dbhds.virginia.gov)
2. **Within 2 business days**, an automated email will be sent confirming that the request is being processed.
  - a. **Subject line: CSB Notification\_Processing**
  - b. **If no confirmation is received, do not send another email.** Instead, call **804-655-4442** for assistance.

### DBHDS Review

3. If clarification is needed, DBHDS will send an **automated email** requesting additional information from the CSB. Please follow the instructions provided in the email when submitting your response.
  - a. **Subject line: CSB Response Required**
4. CSBs are encouraged to respond **within 1 business day** to avoid delays.
5. Once DBHDS receives the CSB's response, an automated confirmation will be sent.
  - a. **Subject line: CSB Notification-ResponseReceived**

### DBHDS Decision

6. DBHDS will issue one of the following determinations. Denials will include specific reasons. CSBs may resubmit requests if the individual's circumstances change or other options have been explored/exhausted.
  - a. Approved for Immediate Slot Assignment.
    - i. **Subject line: Approved Requesting Slot**
  - b. Approved with Stipulations.
    - i. **Subject line: ApprovedwStipulations**
    - ii. *Follow email instructions regarding slot assignment*
  - c. Denied: Email subject line contains: **Denied (review email for specifics)**
    - i. **Subject line: Denied**
    - ii. *Review email for reasons and or recommendations.*
    - iii. *Send Notice of Action letter to individual*