



STEP 2

Linking a Non-Online Application to Your IDD Connects Individual User Account

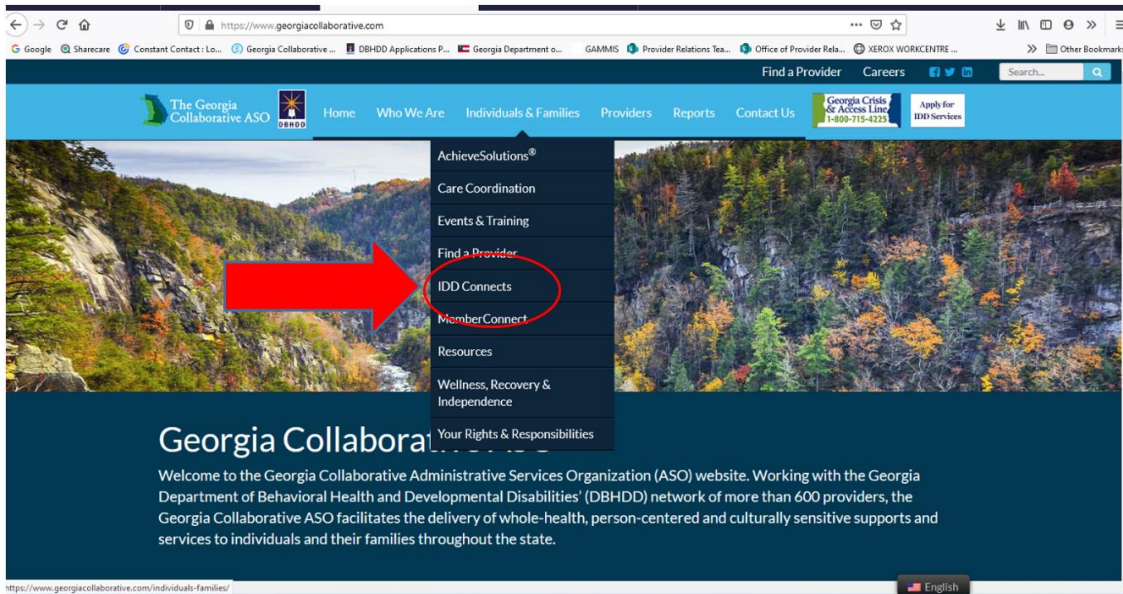
The Department of Behavioral Health and Developmental Disabilities (DBHDD) and Beacon Health Options launched the IDD Connects Case Management System in August 2019 for individuals receiving the New Options Waiver (NOW) or the Comprehensive (COMP) Supports Waiver.

This reference guide will provide step-by-step instructions on linking a non-online application for NOW or COMP Waiver Services to an Individual's user account in the IDD Connects system. It is intended for individuals who have applied for waiver services via the non-online application.

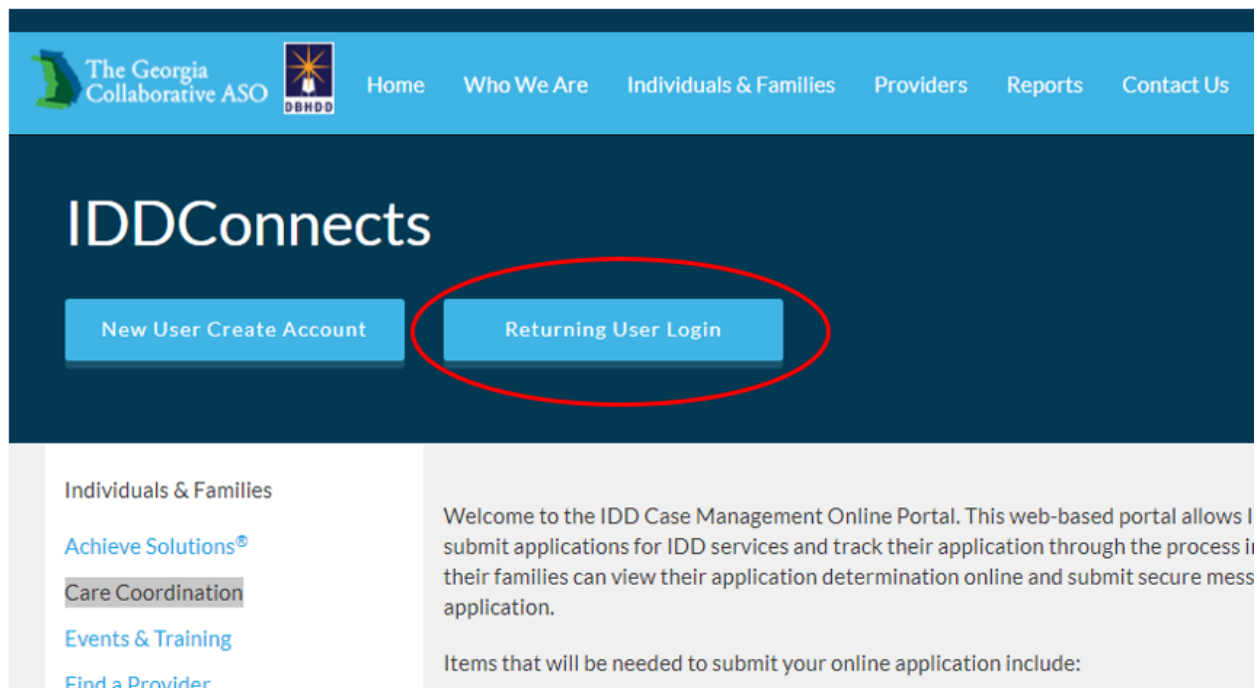
***If you would like to apply for services in the NOW or COMP Wavier Program through the DBHDD, Division of Developmental Disabilities, you can now apply online [here](#).*

IMPORTANT NOTE: If you have not created an Individual user account in IDD Connects complete the steps identified in the “*Step 1 Creating an IDD Connects Individual New User Account*” reference guide before preceding further.

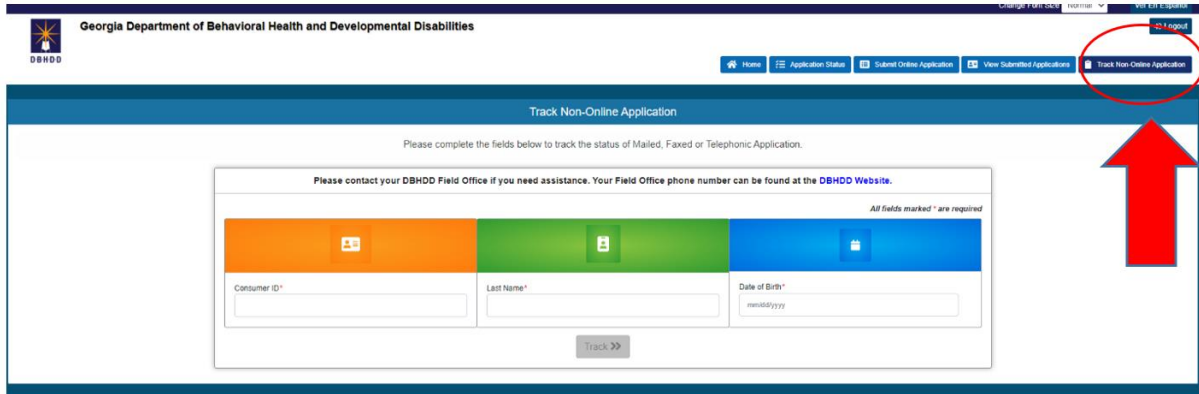
1. Log into the [IDD Connects Case Management System](#).
 - You can also access this portal from the [Georgia Collaborative ASO website](#) by hovering over the “**Individuals & Families**” tab and selecting “**IDD Connects**” from the drop-down menu.



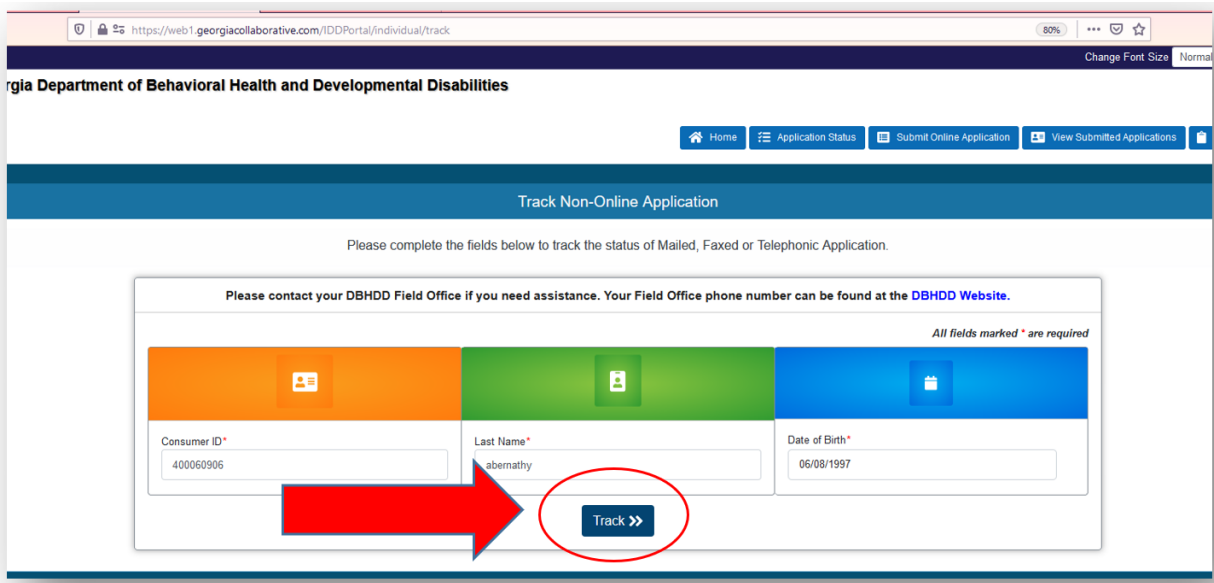
2. Once on the IDD Connects webpage, select **“Returning User Login”** and enter your username and password.



3. Once you are logged into the system, select “Track Non-Online Application”.



4. Enter the Consumer ID (also known as the CID number), last name, and date of birth of the individual. Once this has been entered, select “Track”.
- If you do not have the Consumer ID, please contact your Support Coordinator/Intensive Support Coordinator for this information per your usual process (e.g. email, phone call).



5. If a match is found in IDD Connects, you will be asked if you want to link the application with the account. Click “Yes”. Please click yes, even if you are already receiving waiver services, this is to link you to the correct account.
- If there is no match found in IDD Connects, you will receive an error message and be instructed to contact your Regional Field Office for further assistance. The contact information is available on the [Department of Behavioral Health and Developmental Disabilities \(DBHDD\) website](#). Once on the DBHDD website, click the appropriate Regional Field Office for the contact information.

Georgia Department of Behavioral Health and Developmental Disabilities Logout

Track Non-Online Application

Please complete the fields below to track the status of Mailed, Faxed or Telephonic Application.

Please contact your DBHDD Field Office if you need assistance. Your Field Office phone number can be found at the [DBHDD Website](#).

Incorrect identity based on details entered. Please contact us at "xxxxxxxx" for assistance.
You have an IDD Portal account already. Please try to login.

All fields marked * are required

<p style="font-size: x-small;">Consumer ID*</p> <input type="text" value="123456789"/>	<p style="font-size: x-small;">Last Name*</p> <input type="text" value="DBHDD"/>	<p style="font-size: x-small;">Date of Birth*</p> <input type="text" value="04/05/1989"/>
<input type="button" value="Track >>"/>		

6. The individual’s record will display on “Your Online IDD Applications” listing.

Your Online IDD Applications									
Consumer ID	First Name	Last Name	Date of Birth	Application Submitted ?	Submission Date	Application Status	View	Edit	Delete
400121618	Hilairy	Bonnet	04/27/2005	Yes	11/23/2020	Submitted			

7. Once you have linked your non-online application for services with your IDD Connects user account, you will be able to view your application, if needed.