



Region I

401 Lee Street NE, Suite 150
Decatur, AL 35601
256-898-2789

Region II

1305 James I. Harrison Jr. Parkway
Tuscaloosa, AL 35403
205-554-4302

Region III

3280 Dauphin Street, Bldg. B, Suite 100
Mobile, AL 36606
251-283-6200

Region IV

400 Interstate Park Drive, Suite 401
Montgomery, AL 36109
334-676-5565

Region V

631 Beacon Parkway W, Suite 211
Birmingham, AL 35209
205-916-7800



Alabama Department
of Mental Health
connecting mind and wellness

**Developmental Disabilities
Call Center**

1-800-361-4491
Hours: 8:00am-5:00pm
Monday-Friday

RSA Union Building
100 N. Union Street
Post Office Box 301410
Montgomery, AL 36130-1410
www.mh.alabama.gov

<https://mh.alabama.gov/developmental-disabilities-services/>

Waiver Eligibility Requirements

- The applicant must have functioning limitations in three of six areas of life activities (self-care, receptive & expressive language, learning, mobility, self-direction, capacity for independent living).
- The applicant Inventory for Client and Agency Planning (ICAP) service score must be 85 or lower. The ICAP will be administered by the support coordination agency (SCA).
- The applicant achieved a full-scale IQ score 72 or below, evidencing the presence of intellectual disability, documented before the age of 22.

Note: The primary cause(s) of impaired functioning and or the full-scale IQ score 72 or below is not the result of mental illness, a developmental disability, epilepsy, or traumatic brain injury acquired after age 22, or external factors such as medication, substance use effects, or stress.

Applicant Determined Eligible

- The applicant will receive a letter from the division stating they have been added to the priority list

Applicant Determined Ineligible

- The applicant will receive a letter regarding denial of eligibility. The notification will state the reason why application was denied and explain the process to appeal. The applicant can appeal with a written request submitted to the Alabama Department of Mental Health (ADMH) Division of Developmental Disabilities within 15 calendar days of the denial. If the appeal is upheld by ADMH, applicant will have 15 calendar days from the letter of denial notification to appeal to the Alabama Medicaid Agency.

How to Complete an Application

- Contact Developmental Disabilities Call Center 1-800-361-4491
- Call Center Specialist will complete initial contact application within two business days to submit to the local designated support coordination agency.
- Once initial application is received the support coordinator will contact applicant or applicant's representative within five business days to gather documentation for eligibility determination review.
- The individual or family members must submit required documentation to the support coordination agency in a timely manner.
- The support coordination agencies will submit completed application packet for review to the Regional Community Services office that serves the applicant's county and, if approved, the applicant's name will be placed on the waiting list. ADMH will make a determination for eligibility within 30 days of the receipt of the completed application.

Exceptional Circumstances

If a military family calls the Call Center to request services in Alabama, the family will need to email, fax or mail their relocation documents to staff within 30 days of their move.

