



Minnesota Disability Support Alternatives

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Response Time Policy

In order to maintain consistent communication between support planners and consumers, the following details our response time policy.

General Communication

- Our support planners set their own schedules
- Connect with your support planner directly to obtain their schedule
- Communications sent to support planners (email, phone, etc.) will be responded to within **3 business days**, unless otherwise specified in automatic response.

Plan Addendums/Change Requests/Revisions

- Expected time from support planner confirming receipt of a request to make a change to an existing plan until submission on the change to the county will be **6 business days**.
- All plan changes must be submitted to your planner 6 weeks before the end of the plan year for us to guarantee we will be able to meet the **30-day cutoff** required by counties. Any changes submitted after the **6-week deadline** will be considered on a case by case basis and assigned a realistic timeframe for completion.

Initial and Renewal Plans

- From your initial or annual meeting (virtual, phone, or in person) with your support planner, and once your support planner has received all necessary documentation, you can expect a plan for your review in **10 business days** or as agreed between consumer and planner.
- Once you have reviewed, given your approval, and we have received all documents requiring your signature we will submit the plan to your case manager within **3 business days**.
- All plan changes must be submitted to your planner 6 weeks before the end of the plan year for us to guarantee we will be able to meet the **30-day cutoff** required by counties.