

How an Individual Moves Through the Guardian Trac (GT) Enrollment Process

New: Aug. 4, 2026

After GT receives the CA/PS Assessment Summary SDS 002N form and Client Representative information, if applicable, GT starts the enrollment process. The individual is entered into GT's system and assigned to the enrollment area.

Under GT's structure, the enrollment manager oversees enrollment specialists who are responsible for the front-end enrollment process. Once the individual is entered into GT's system, an enrollment specialist is assigned. The enrollment specialist serves as the primary contact during the enrollment phase and communicates with the case manager (CM) until the individual has a Direct Support Worker (DSW) in place and is ready to move to ongoing program support.

During enrollment, GT reviews the referral information, contacts the individual and/or Client Representative, and begins gathering information about the individual's needs, preferences, schedule, and potential DSW support. This may include determining whether the individual has a potential DSW in mind or needs support identifying or recruiting a DSW.

Each enrollment specialist will have a direct email address and phone number. GT is creating a contact list as enrollment specialists are hired.

Once the individual is enrolled, a DSW is assigned, and services are ready to begin, the enrollment team's work is complete. GT will notify the CM of the outcome. If GT is unable to support the individual through Agency with Choice (AwC), GT will notify the CM and explain why. If GT is able to move forward, GT will provide the start date and request the CA/PS In-Home Service Plan 546N form.

At that point, the individual moves from the enrollment area to GT's program team. Ongoing support is managed through a pod structure made up of six to eight Self-Directed Support Specialists (SDSS) staff.

Once the individual is receiving ongoing support, CMs should contact GT through the customer service email or phone number. GT has identified customer service as a priority and will provide live answering when available, along with timely follow-up when a return response is needed.

- GT Toll Free number: 877-659-4500
- GT Customer Service email: customerservice@gtindependence.com

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or 503-945-5600. We accept all relay calls.

Aging and People with Disabilities

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