**Referral Processes: Requests for changes in Service Providers within the CDDO area and Initial Choice, 003.2**

**Revision Date: January 3, 2020**

**CDDO Policy 003.2**

**Policy:**

For any individual initially accessing or currently accessing services, Cowley County CDDO Department will provide impartial information and assistance to the individual and/or their family/guardian regarding the services and providers available in the area encouraging contacting and visiting with all of the providers before choosing. Options Counseling regarding IDD services will be provided.

**Procedure:**

1. When a person currently receiving services expresses a desire to change service providers, that person is referred directly to Cowley County CDDO Department.

2. Cowley County CDDO Department will provide the consumer and/or their family/guardian information regarding the types and availability of community services in Cowley County and assist the consumer in accessing alternative service providers.

(Options Counseling)

3. A Cowley County CDDO Choice Form will be completed and signed by the individual/ guardian/family with assistance from the CDDO to assure accuracy and impartial options counseling has been offered. Cowley County Choice Form Protocol will be followed.

4. Initial Choice Form**:** At the point in time the CDDO has been notified of service access approval by KDADS and a specific service has been approved by the MCO, the CDDO will initiate the Cowley County Choice Form Process. Internal Choice Form protocol will be followed for the completion and processing of the Choice Form.

5. When the individual and/or his/her designated guardian (if applicable), is requesting a change in provider, the Cowley County CDDO Department will ensure that options counseling has been provided and the choice form is processed in an efficient and timely manner.

6 Copies of the submitted choice form will be transmitted to both the current provider(s) and the requested prospective provider(s) and to the appropriate Managed Care Organization. All PHI documents will be transmitted securely via encrypted email.

7. Once the providers have received notice of the requested change, the current TCM will take the lead in ensuring a Transition Meeting is set to include all of the individual’s current team, prospective team, guardian, and the individual served. Cowley County CDDO Department must be notified of the date, time, and location of this meeting and invited to attend. The CDDO will determine if a representative is available and needs to attend the Transition Meeting. To allow for ample planning time, uninterrupted quality services for the individual, and to meet training needs of the new staff, no change in services should occur until this meeting has taken place and the completed Transition of Services Form has been submitted to Cowley County CDDO Department. All required records and documents must have been received by Cowley County CDDO Department and the new provider prior to the transition.