

CDDO of Southeast Kansas PROCEDURE FOR CHANGING SERVICE PROVIDERS

Persons who receive community MR/DD services have the right to choose the service provider(s) they want to provide services to them. Persons also have the right to change service providers when they chose to. The following procedure should be followed to ensure there is not an interruption in services. If the desire to change providers is due to dissatisfaction or conflict with the current provider, it is expected that the person work with the provider, and follow the provider's dispute resolution policy/procedure to attempt to rectify the situation before a change in provider is effected.

PROCEDURE

1. When an individual decides to change service providers, the person or their legal guardian must contact the CDDO Coordinator to schedule a time to meet with the individual and their guardian if they have one.
2. If the person does *not* desire a change in their *Case Management*, their Case Manager can make arrangements for the person to meet service providers that can provide the needed services to the individual. This can be done with the assistance of a CDDO Coordinator or they can contact the providers directly. After the person chooses a new provider, a CDDO Coordinator must be notified who will then contact the person to arrange for a choice form to be signed.
3. The CDDO Coordinator will meet with the person and guardian, if applicable, to discuss service provider options. When the person and/or guardian decide on a service provider, a Service Referral choice form will be signed. The CDDO Coordinator will request the person/guardian to complete the Problem/Concern Worksheet.
4. The CDDO Coordinator will notify all of the service providers involved and will also send a copy of the new choice form. The current and the new service provider are responsible to coordinate the transfer of services and determine a transfer date for services. The current Case Manager will be responsible for facilitating the transfer of services and should facilitate a meeting with both the current and new service providers within two weeks. The person and guardian should also be involved in the meeting. The current Case Manager will be responsible to complete CDDO form #8001-2a and provide copies of the items listed on the form to the new Case Manager and/or new Service Provider.
5. The new Case Manager, or present Case Manager if this has not changed, will meet with the individual to review the person centered plan and make changes as necessary, and complete a new funding request to be submitted to the Services Funding Committee. After the Services Funding Committee approves the funding request, services with the new provider can begin.