

**CDDO OF SOUTHEAST KANSAS  
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION  
POLICIES AND PROCEDURES**

**REGARDING:** Changing Service Providers  
**REFERENCE:** K.A.R. 30-64-22  
New 08/04, Revised 09/07, 07/14, 08/14, 4/19, 9/21  
Reviewed 6/23

---

**POLICY**

Persons who receive community I/DD services have the right to choose their service provider(s). They also have the right to change service providers. 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 requested 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 providers occurs.

Changes should occur at the first of the month unless there are safety, ANE, or other concerns that would require an immediate change to ensure the person is in a safe environment. The Managed Care Organization (MCO) must approve a revised Integrated Service Plan (ISP) that includes the new Service Provider(s).

**PROCEDURES**

1. When a person decides to change TCM and/or service providers, the person, or their legal guardian if applicable, must contact the CDDO Eligibility Coordinator. Options counseling may be provided via phone or in person and the manner will be documented on the choice form. The CDDO Eligibility Coordinator may arrange tours of different TCM and service providers
2. A Service Referral Choice form must be signed by the person and the guardian. Also the person or guardian may be requested to complete a Problem/Concern form.
3. The CDDO Eligibility Coordinator will notify all of the service providers involved and will provide each provider a copy of the new choice form. The current Case Manager will be responsible for facilitating the transfer of services and should facilitate a meeting with the person, a guardian if applicable, both the current and new service providers, as well as the Managed Care Organization within two weeks. This meeting shall be documented on the CDDO Transition Meeting Minutes and should be uploaded into Therap.
4. The current service provider will ensure that all needed information is current and available before the change of services.
5. The current Case Manager will be responsible for notifying the CDDO of the effective date of the service change. They will also be responsible to review and update the person-centered support plan to reflect changes. The Case Manager will coordinate with the Managed Care Organization (MCO) Care Coordinator to ensure a correct Integrated Service Plan (ISP) is completed.

Items that must be current before change include:

- Current Person Centered Plan, behavior plan, risk assessments.
- Integrated service plan/Plan of Care.
- Medical Information, psychological evaluation, physical, Medicaid card.
- Guardian information, copy of papers if applicable.
- Social Security Card.
- Birth Certificate
- IDD-1