

# Crisis/Exception Request Flowchart

New 11/23

## STEP 1

- Individual/Guardian/CDDO/MCO will notify TCM of crisis or exception situation.

## STEP 2

- TCM will work with the individual/guardian in completing IDD Waiver Access Request and determine if this is crisis or exception request.
- TCM will contact MCO for their input, if applicable.
- TCM will update PCSP and BSP, if applicable to reflect current situation.
- TCM will gather any relevant documents; i.e. medical reports, mental health reports, law enforcement reports etc.
- Ensure all documents are signed by person and guardian.

## STEP 3

- TCM will submit all required documentation to the CDDO Director, Eligibility Coordinator and lead Functional Assessment Coordinator (CDDO Crisis Team) via one email.
- CDDO will schedule BASIS if one has not been completed within the past 365 days.

## STEP 4

- CDDO Crisis Team will review all information submitted and will either:
  - Request additional information OR
  - Submit to KDADS with Provisional Plan of Care
- Once submitted to KDADS, they will review and will either:
  - Request additional information or ask for clarification OR
  - Approve or Deny the request
- CDDO will inform TCM of any requests for additional information or approval/denial from either CDDO or KDADS.
- CDDO will do options counseling with individual/guardian.
- TCM will update PCSP within 30 day of when services begin.