



<b>Subject: Changing Targeted Case Management Services</b> <b>Effective Date: 12-15-97</b>	<b>Reviewed: 08-24-09, 08-26-10</b> <b>08-22-11, 08-27-12, 09-08-14, 08-22-16</b>	<b>Policy No: 06-014</b>
<b>Revised:</b> 11-05-01, 09-16-02, 04-22-03, 10-20-03, 04-01-04, 05-15-06, 08-30-07, 08-24-09, 05.24.10, 08-26-10, 08-27-12, 09-08-14, 08-22-16	<b>Forms:</b> 06-009.001 Service Provider Transition Checklist, 06-009.002 Agreement of Service Exit Protocol 06-013.002 Service Provider Choice Form; 06-008.002 Status Action Form	

**POLICY:** *All eligible persons and/or their guardian will have the opportunity to choose an affiliated Targeted Case Management (TCM) provider.*

#### **GUIDELINES:**

1. An individual or their guardian, if applicable, may change their TCM provider at any time. The current TCM will facilitate the change to the new TCM provider, as well as notify the Shawnee County CDDO of time and date prior to meeting.
2. Upon notification, a CDDO Representative or TCM will provide to the individual and/or guardian, if applicable, the Case Management Affiliate list to identify the case management providers open for referrals. The current TCM or CDDO Representative will complete the Service Provider Choice Form (06-013.002) or the TCM Provider Choice Form (06-009.001 ) and upload into the BCI web-based system.
  - a. Upon identification of a new TCM provider the current TCM provider will be informed in writing of the request for change with the compliance of Agreement of Service Exit Protocol (06-009-002).
  - b. The current TCM provider will cooperate in exchanging all necessary documentation to assure a smooth transition of services. Transition meetings are required as specified in CDDO policy 06-009.
  - c. All transition documentation as approved by HIPAA standards will be exchanged at the time of the transition meeting.
  - d. The current TCM is required to submit the Service Provider Transition Checklist (06-009-001) and the CDDO Status Action Form (06-008.002) in the BCI web-based system.
3. An individual seeking new or different TCM services may contact the CDDO for assistance at any time.
  - a. The CDDO will provide the person with all their options for TCM services including working with the current TCM provider to resolve any concerns, or selecting TCM services from a different provider.
4. Any person can notify the CDDO of any concerns, issues or complaints surrounding the decision to change TCM providers or of a violation of CDDO policy 06-014.
5. Changes in TCM providers will be tracked by the Shawnee County CDDO.