



Shawnee County
Community Developmental Disabilities Organization
"Your resource for connecting our community"

Subject: Options Counseling, Referral, and Transition
Effective Date: 12-15-97

Policy No: 06-013

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Forms:

[06-009.001 Service Provider Transition Checklist](#)

[06-001.006 Options Counseling/Choice Form](#)

[06-008.002 Status Action Form](#)

[06-009.002 Agreement of Service Exit Protocol](#)

POLICY: *The CDDO will provide options counseling by impartially informing a person of the types and availability of community services.*

GUIDELINES:

1. The CDDO will provide Options Counseling:
 - a. upon initial eligibility determination
 - b. annually during the Functional Assessment
 - c. upon transfer into Shawnee County
 - d. when the CDDO is notified that an individual/and or guardian is interested in changing service providers or Targeted Case Managers (TCM's).
2. The CDDO will ensure individuals and/or guardians are aware of the types of services provided and the Affiliated Providers that are open to referrals in Shawnee County by offering a copy of the Affiliated Provider List. The CDDO will ensure individuals and/or guardians are aware they have the right to change service providers if unhappy with services. The CDDO may provide Options Counseling in person, by phone, mail, or e-mail. Individuals and/or guardians will be asked to sign a CDDO Release of Information ([06-001.002](#)) indicating current providers. The CDDO will track Options Counseling provided and the method of communication. The CDDO will send completed Options Counseling/Choice Forms ([06-001.006](#)) monthly to the Managed Care Organizations (MCO).
3. When the CDDO is notified of any potential provider or TCM changes, the CDDO will provide Options Counseling to the individual and/or guardian. The CDDO must provide Options Counseling to any individuals and/or guardians prior to referral or initiation of services (including private pay).
4. Provider Changes: When TCM's are made aware of any potential provider changes, they will assist with reviewing available services and supports, and will notify the CDDO by emailing servicechange@snccddo.org to initiate a request for Options Counseling. The CDDO will track Options Counseling requests. The CDDO will contact the individual and/or guardian to provide Options Counseling (See Guideline 2.) If choice is not made within 30 days, Options Counseling requests will expire and a new request will need to be emailed to servicechange@snccddo.org. Provider options may be explored at any time, however, choice should not be

made outside of 30 days prior to a transition, due to frequent changes on the Affiliated Provider List. Individuals must follow Agreement of Exit Service Protocol ([06-009.002](#)) and give appropriate notice to the provider. Exceptions to this Protocol will be at the CDDO's discretion. Once a provider has been chosen, the Options Counseling/Choice Form ([06-001.006](#)) must be completed, indicating the method of communication. Once completed, the CDDO will upload into Basic Consumer Information (BCI) and an automatic notification will be sent to the TCM.

5. Targeted Case Management changes: When the CDDO is made aware that an individual and/or guardian wants to change their TCM, the CDDO will contact the individual and/or guardian to provide Options Counseling (See Guideline 2.) Once a TCM agency has been chosen, the Options Counseling/Choice Form ([06-001.006](#)) must be completed, indicating the method of communication. Once completed, the CDDO will upload into Basic Consumer Information (BCI). When Agreement of Service Exit Protocol ([06-009.002](#)) is followed and 14 day notice is given, the CDDO will make a referral to the chosen TCM agency. Exceptions to this Protocol will be at the CDDO's discretion. The new TCM will make contact with the individual and/or guardian within 3 business days upon receipt of the referral. If contact is not made within 30 days, the CDDO should be notified by email.
6. Transition Meetings: Upon identification of a new TCM or provider, the current provider will be informed in writing in compliance of Agreement of Service Exit Protocol ([06-009.002](#)). Transition meetings are required. The TCM will notify the CDDO Quality Management Coordinator and CDDO Quality Oversight & Training Specialist of the date of the scheduled transition meeting. The current provider will cooperate in exchanging all necessary documentation as approved by HIPAA standards to assure a smooth transition of services. The TCM is required to document transition meeting minutes on the Service Provider Transition Checklist ([06-009.001](#)). The Service Provider Transition Checklist ([06-009.001](#)) and Status Action Form ([06-008.002](#)) must be uploaded into BCI within three (3) days of the transition meeting.
7. A provider will notify the CDDO and TCM anytime an individual and/or guardian is inquiring about their services. If an individual and/or guardian is interested in a provider that is closed for referrals, the TCM will email servicechange@sncddo.org so they can be added to the CDDO's internal waiting list indicating their preference. Once the provider opens for referrals, Options Counseling will be provided to individuals and/or guardians in order of placement on the CDDO internal waiting list. The service provider must be reflected as open for referrals on the Affiliate List if accepting new individuals into services.