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| <b>THE ECKAAA-CDDO SERVING COFFEY, OSAGE AND FRANKLIN COUNTIES<br/>Policies and Procedures</b> |                      |                          |
| <b>SUBJECT:</b> SERVICE CHANGES AND IMPARTIAL INFORMED CHOICE                                  |                      |                          |
| <b>EFFECTIVE:</b> 7/2/2018   | <b>SECTION:</b> 506D | <b>PAGE:</b> 1 of 2      |
| <b>SUPERCEDES:</b> 506C  |                      | <b>R4 Dated 2/6/2017</b> |

**Policy:**

The East Central Kansas Area Agency on Aging Community Developmental Disability Organization (ECKAAA-CDDO) serving Coffey, Osage, and Franklin counties will ensure that every individual receiving services is afforded a meaningful and effective opportunity to choose service providers in an impartial and informed manner as pursuant to K.A.R.30-64-23.

**Procedure:**

- 1) If a person receiving services (and guardian/responsible party if applicable) expresses a desire to change service providers, the person will be referred directly to the CDDO. The CDDO will have singular control over all information sharing and discussions that relate to the potential change.
- 2) The CDDO will honor the confidentiality of the person considering a change in service providers and shall not be involved in the delivery of any service or any dispute about the person's current services. Disputes about service delivery will be referred to the Council of Community Members Dispute Resolution process.
- 3) The trained CDDO staff will impartially assist the person in accessing change to the desired provider by supplying to the person (and their guardian/responsible party if applicable) unbiased information about:
  - A) the types and availability of community services within the three (3) county area, as well as other agencies existing within the service area which the CDDO has been advised may be willing to provide services and ways to contact those licensed providers or other agencies. All CDDO materials will contain affiliates listed in alphabetical order. No descriptions will be provided by the CDDO.
  - B) Informed choice process will include discussion of each county and the providers who serve those counties.
  - C) Tours of all provider sites will be offered, as well as main contact staff of those affiliates and how to contact that staff.
  - D) Informed choice will also include discussion of choice options, how the choice may impact their life as to any significant changes as result of choice, adapted to the person's functional level of receptive and expressive communication skills.
- 4) If the person desires to change services or providers, the individual (and/or guardian/responsible party if applicable) will document the choice on the CDDO Choice form and complete a Release of information form which will be maintained in the person's CDDO master file after completing the Informed Choice process with the trained CDDO staff. These changes will be tracked in a summary chart on the CDDO secured drive for KDADS upload. Once the necessary completed paperwork has been received by the CDDO, the CDDO will notify the TCM, the chosen service provider and the Managed Care Organization (MCO) Care Coordinator. The Care Coordinator for the MCO will update the Integrated Service Plan (ISP), the TCM will update the Person-Centered Support Plan (PCSP), and the CDDO will receive copies of both the ISP and the PCSP (electronic copy) for the individual's CDDO Master File.

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- 5) The CDDO shall coordinate a transition meeting, if necessary, between the individual, (the guardian/responsible party if applicable), the current service provider and the requested service provider to ensure the transition between services or providers is without disruption and the person's needs are met. The individual's person centered support plan (PCSP) must be updated within thirty (30) days of the transition meeting by the Targeted Case Manager when service(s) or provider(s) change, and an electronic copy of the updated plan must be routed to the CDDO. Targeted Case Managers shall give advance notice of any transition or PCSP update meetings to the CDDO Quality Assurance Coordinator in order to track compliance of PCSP updates.