



# Harvey-Marion County CDDO

*Supporting increased independence, integration, inclusion, and productivity in individual homes and communities.*

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## Harvey-Marion County CDDO: Provider Change Protocol

<b>Amended:</b>	04/25/18; 05/11/22	<b>Approved:</b>	08/15/2022
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- 1) Person/legally responsible party contacts Harvey-Marion County CDDO (HMCDDO) about a change of service provider.
- 2) HMCDDO offers option to facilitate problem-solving meeting with current provider, if applicable.
- 3) HMCDDO provides explanation of service options and available provider choices, and current directory of affiliated providers and current choice form.
- 4) Person/legally responsible completes, signs, and returns choice form to HMCDDO.
- 5) HMCDDO sends completed choice form to present and future provider(s), and to the KanCare Managed Care Organization (MCO) Care Coordinator, as applicable.
- 6) Present and future direct service providers hold a transition planning meeting to share essential support information and determine transition dates for services. If the provider change involves the person making a move, planning must take into account any required notice periods needed for rental/lease agreements, as well as financial planning to ensure affordability of new living arrangements.
- 7) Targeted case management provider changes take effect in 10 working days from receipt of the TCM Choice form from HMCDDO, upon authorization from the MCO. Outgoing TCM must complete the HMCDDO TCM Transfer checklist and provide identified documents to new TCM provider prior to the new TCM start date. Outgoing and new TCMs are strongly encouraged to meet to ensure a seamless transition. Participation of person/legally responsible party is optional based on comfort level.
- 8) If the change involves the person moving to another CDDO area, the person/guardian should immediately notify both HMCDDO and the proposed new CDDO, so that the new CDDO can provide options counseling, and so that service transfer transition planning can occur together with the MCO and the chosen provider(s) in the new CDDO area, prior to the move.

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### Harvey-Marion County Community Developmental Disability Organization

500 N. Main; Suite 204 • Newton, KS 67114 • Phone: 316-283-7997 • Fax: 316-283-7969