

## PRAIRIE RIDGE CDDO

Policy Number: 20

Regarding: Provider Changes

Effective Date: April 25, 2019

Revised Date:

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### Policy

Individuals who receive services in the CDDO area have the right to change service providers. The CDDO will facilitate the change of service providers to ensure a smooth transition and avoid an interruption in services.

### Procedure

- I. Changing Service Providers
  - A. When any person receiving any services expresses a desire to change service providers the person is referred directly to CDDO Staff.
  - B. CDDO shall supply to the person and/or the person's guardian information about services available within the service area. The information may be provided in person, by phone, mail/email if requested. Provider information can also be accessed on the CDDO website [www.prairieridgecddo.org](http://www.prairieridgecddo.org).
    1. CDDO will query about the reason for the change. If the change is due to dissatisfaction or a conflict, the CDDO will offer to mediate with the current provider and review the dispute resolution process.
  - C. CDDO will document choice on form CDDO 107. CDDO staff will indicate on the form the date the information is provided and the date the form was received by the CDDO.
  - D. CDDO will notify all impacted providers and MCO Care Coordinator; if applicable using form CDDO 114.
  - E. For changes in day and/or residential services the case manager will schedule a transition meeting with all service providers within 14 days. If the transition meeting is held outside of the 14 days the CDDO Director is to be informed of the reason. The case manager will notify the CDDO of the start date for the new service provider within two business days of the transition meeting.
  - F. If the person wishes to add or change the type of service, the CDDO will notify the MCO Coordinator. After the CDDO receives written notification from the MCO choices of the providers of the new service will be given.
  - G. CDDO will document choice on form CDDO 107. CDDO staff will indicate on the form the date the information is provided and the date the form was received by the CDDO.
  - H. CDDO will notify the new provider(s) and MCO Care Coordinator; if applicable using form CDDO 114.

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- I. The case manager will notify the start date of the service(s) within two business days.
- J. Changes in Financial Management Services always take effect at the beginning of the month.