

## FOOTHILLS GATEWAY, INC.

### Provider Change Supported Living Services (SLS)/Children's Extensive Supports (CES) Program Approved Service Agency (PASA)

#### **PROCEDURE:**

##### **Changing PASAs: Individual in Service/Guardian Initiated**

1. If an individual enrolled in SLS/CES or his/her guardian is encountering difficulties with a PASA and is considering a change, the individual or guardian concerned should contact his or her Case Manager. The Case Manager will encourage the individual or guardian to talk with the agency representative.
2. The Case Manager should schedule an Interdisciplinary Team (IDT) meeting--if requested or needed--within 10 working days.
3. At the IDT, issues regarding the change will be discussed. All attempts to resolve the issue will be made by the team.
4. At the conclusion of the IDT, if the individual in services or guardian wants to make a change, the service provider will complete and serve notice per Division for Intellectual Developmental Disabilities (DIDD) rules and regulations or an agreed upon date determined by the IDT. Services will continue during this time period unless the individual in SLS/CES or guardian waives the continuation of services with the current PASA.
5. If the individual/family declines to meet and discuss the concerns then the concerns and the desired outcome must be documented by the Case Manager.
6. The individual or guardian will follow the SLS/CES Referral for Provider procedure or contact the preferred PASA to determine whether that PASA will provide the services.
7. The individual's Case Manager will give the participant and parent or guardian the opportunity to interview PASAs advertised in the Referral for Provider booklet. If a release is signed, the PASA will contact the family/individual directly after the Resource Coordination Assistant emails the PASA a profile.

##### **Changing PASAs: PASA Initiated**

1. If the PASA is encountering difficulties with an individual in services, the agency should contact the individual's Case Manager.
2. If requested, the Case Manager will attempt to schedule an Interdisciplinary Team meeting (IDT) within 10 working days.

3. At the IDT, the team will discuss the relevant issues and reasons for the change. All attempts to resolve the issue will be made by the team.
4. At the conclusion of the IDT, if the PASA wants to terminate services, the service provider will complete and serve notice per DIDD rules and regulations or an agreed upon date determined by the IDT. Services will continue during this time period unless the individual or guardian waives the continuation of services with the current PASA.
5. The Case Manager will assist the individual or guardian in selecting a new agency (see above).

9/04 ... 6/13; 3/15; 3/16