



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
Revised: 06-10-99, 11-05-01, 04-22-03, 10-20-03, 05-15-06, 05-24-10, 08-22-11, 08-27-12, 04-26-13, 09-08-14, 08-22-16, 11-06-1, 11-15-18, 4-3-19, 09-20-19, 10-12-21	Forms: 06-009.001 Service Provider Transition Checklist 06-001.006 Options Counseling/Choice Form 06-008.002 Status Action Form
Reviewed: 08-24-09, 08-26-10, 08-22-11, 08-27-12, 09-08-14, 08-22-16, 11-06-17, 10-15-18, 4-3-19	

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). (See Guideline 3)

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. At least annually, individuals and/or guardians will be offered a copy of the CDDO Resource Guide, which includes Rights and Responsibilities, Dispute Resolution, and the Grievance Process. 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. 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).
 - a. Provider changes:
 - i. When TCM's are made aware of any potential provider changes, they will notify the CDDO by emailing servicechange@snccdo.org to initiate a request for Options Counseling. The CDDO will track Options Counseling requests.
 - ii. The CDDO will contact the individual and/or guardian to provide Options Counseling as outlined above (See Guideline 2.)
 - iii. The TCM will assist with reviewing available service and support options.

- iv. 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.
 - v. Once a provider has been chosen, the Options Counseling/Choice Form [\(06-001.006\)](#) must be signed by the individual and/or guardian and signed off by the CDDO. Once signed, the CDDO will upload into Basic Consumer Information (BCI) and an automatic notification will be sent to the TCM.
- b. Targeted Case Management (TCM) changes:
- i. 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 as outlined above. (See Guideline 2.)
 - ii. Once a TCM agency has been chosen, the Options Counseling/Choice Form [\(06-001.006\)](#) must be signed by the individual and/or guardian and signed off by the CDDO. Once signed, the CDDO will upload into Basic Consumer Information (BCI).
 - iii. The CDDO will make a referral to the chosen TCM agency.
 - iv. The 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 Quality Management Coordinator and Liaison should be notified by email.
4. Once the CDDO has received the signed Options Counseling/Choice Form [\(06-001.006\)](#) from the individual and/or guardian, the transition meeting can be scheduled. The TCM or Shawnee County CDDO Representative will notify the CDDO Quality Management Coordinator of the date of the scheduled transition meeting. The TCM or CDDO Representative 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 after completion within three (3) days of the service provider transition meeting. The Funding Coordinator and Quality Management Coordinator will receive an email notification when the transition meeting checklists are submitted.
5. If a service provider is contacted by a TCM or individual and/or guardian to inquire about services, the provider should contact the CDDO to ensure that Options Counseling has been provided. If an individual and/or guardian is interested in a provider that is closed for referrals, the TCM, individual, or guardian should contact the CDDO, or the TCM should email servicechange@snccddo.org so they can be added to the CDDO's list indicating their preference. A service provider must be reflected as open for referrals on the Affiliate List if accepting new individuals into services.