



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

Forms: [06-034.001 Funding Request Application](#),
[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 provided.*

GUIDELINES:

1. The CDDO will provide Options Counseling upon initial eligibility determination and annually during the functional assessment to individuals and/or their guardian. Individuals/guardians will be offered a copy of the CDDO Resource Guide which includes Rights and Responsibilities.
2. The CDDO must provide Options Counseling to any individuals and/or guardians prior to referral or initiation of services (including private pay). 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. Once choice is made, the CDDO will obtain a signature from the individual and/or guardian on the Options Counseling/Choice Form ([06-001.006](#)).
3. When the CDDO is notified of any potential provider changes, the CDDO will provide Options Counseling to the individual and/or guardian.
 - a. When TCM's are made aware of any potential provider changes, they will notify the CDDO by emailing servicechange@sncddo.org. The CDDO will initiate and complete the Options Counseling/Choice process.
 - b. Options Counseling/Choice Forms ([06-001.006](#)) must be completed and signed off by the CDDO. Once signed, the CDDO will upload into Basic Consumer Information (BCI) and an automatic system notification will be sent to the TCM.
 - c. The CDDO will make Options Counseling/Choice Forms ([06-001.006](#)) available to the Managed Care Organizations (MCO).
4. The CDDO will review options regarding Case Management agencies.
 - a. The CDDO will make the TCM referral, as indicated on the Options Counseling/Choice form ([06-001.006](#)).
 - b. The TCM agency will make contact with the individual and/or guardian within 3 business days upon receipt of the referral. If no contact is made within 30 days, the CDDO Quality Management Coordinator and Liaison should be notified by email.

5. 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 Transition Checklist and Status Action Form 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.