



Provider Change Protocol

Purpose: The purpose of the Provider Change Protocol is to identify the process in which an individual changes from one Provider to another. The protocol is designed to help the individual feel comfortable in making an educated choice regarding a service provider and ensure a professional, seamless transition between the former provider and the new provider.

Protocol:

1. Individuals and their families (if applicable) requesting a change in service providers should be directed to the CDDO Liaison. Individuals and their families will be:
 - ← Informed of all service options.
 - ← Given the "CDDO Choice Booklet" & referred to CDDO website
 - ← Given the opportunity to disclose the reason for the change and be given the option of having the CDDO mediate with the current Provider.
2. CDDO Liaison will track provider changes on tracking form.
3. Issues concerning quality of the provider will be referred to a CDDO Specialist for quality oversight assessment and follow up. The situation will be responded to in a manner appropriate to the specific situation.
4. The CDDO Liaison will complete the Provider Choice Form and send to the individual / guardian for signatures.
5. The CDDO Liaison will fax both the new and the former provider a copy of the Provider Choice Form.
6. If consent is given the CDDO Liaison will inform the former provider the reason for the change.
7. The new provider will send a release and a request for all the individual's files. The former provider should send the Transfer of Case Record Information Form and all the files within five working days of receiving the request. Exceptions may be made by the CDDO as appropriate to the situation.
8. TCM providers must complete the TCM Transfer form with billable units remaining and send to the new TCM provider.
9. The new provider may start billing on the day specified on the Provider Choice Form.
10. Provider changes will be updated in BASIS by CDDO staff.
11. Any conflicts between providers may be resolved through CDDO mediation if requested by one or both of the providers involved.