



**SENIOR & LONG TERM CARE DIVISION
COMMUNITY SERVICES BUREAU**

**COMMUNITY FIRST CHOICE
Policy Manual**

Section: ELIGIBILITY FOR SERVICES

Subject: Request to Change Agencies

PURPOSE

This policy is intended to provide Agency Based (AB) Community First Choice/Personal Assistance Services (CFC/PAS) provider agencies with a protocol to use when a member decides to change CFC/PAS provider agencies.

PROCEDURE

1. Member makes a decision to change provider agencies.
2. Member contacts new provider agency to request services.
3. New provider agency completes the Referral form (SLTC-154), completes the "Change in Agency" section, which includes the provider agency name, provider agency representative, and phone number, and faxes the form to Mountain Pacific Quality Health (MPQH).
4. New provider agency notifies current provider agency of member request to change agencies.
5. MPQH forwards member's current Overview and Service Profile to new provider agency and enters change of provider agency and reason into database.
6. New provider agency contacts previous provider agency to coordinate the member's transition
7. Person Centered Plan (PCP) form: The provider agency must have a current PCP form in order to complete the CFC/PAS intake.
 - a. If the provider agency will be the plan facilitator, the new provider agency requests a copy of the PCP form (SLTC-200) from the previous agency.
 - i. The provider agency must complete an intake visit with the Plan Facilitator, member and personal Representative, when applicable, as outlined in SD-CFC/PAS 411. The provider agency Plan Facilitator must review the current PCP form and create a new PCP form at the visit.

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- b. If the case manager is the Plan Facilitator, the new provider agency contacts the case manager, notifies them of the change in agency, requests a copy of the PCP form, and determines the month of the annual coordinated person centered planning meeting.
 - i. The provider agency oversight staff must complete an intake visit with the member and PR, when applicable, as outlined in SD-CFC/PAS 411.