



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

**HOME AND COMMUNITY BASED WAIVER
Policy Manual**

**Section: CASE MANAGEMENT SYSTEM
Subject: Service Animals/Case Management
Team's Process & Responsibility**

References: ARM: 37.40.1487

**CASE MANAGEMENT
TEAM PROCESS AND
RESPONSIBILITY**

Upon member request for a service animal, the case management team will complete the following:

1. The member's desire for a service animal must be included in the service plan.
2. Obtain a recommendation or assessment from a physician, occupational therapist or physical therapist which indicates the member's ability to benefit from a service animal.
3. Review with member their responsibilities and obtain their signature on Service Animal Stewardship Agreement DPHHS-SLTC-147.
4. Case Manager will provide member with the list of approved Medicaid Providers for member selection. Member will need to complete the chosen training organizations and/or non-profit application process as appropriate.
5. A minimum of two bids from service animal providers.
6. Documentation submitted to Regional Program Officer (RPO) includes a minimum of two bids and the recommendation by health care professional.
7. Obtain RPO signature on Request for Prior Authorization (DPHHS-SLTC-149).
8. Monitor service animal placement to determine efficacy of working relationship and address any issues/concerns re: service animal.