



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. Individuals and their families will be:
 - ⇐ Informed of all service options.
 - ⇐ 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. The individual / guardian will sign the CDDO's Service Provider Choice / Referral form to indicate their choice of the new provider and the CDDO will track the provider changes.
3. If consent is given, the CDDO will inform the current provider the reason for the change.
4. Issues concerning quality of the provider will be referred to a CDDO staff for quality oversight assessment and follow up. The situation will be responded to in a manner appropriate to the specific situation.
5. The current Targeted Case Manager will facilitate a Transition Meeting between the current provider and new provider. The CDDO must be invited to attend the Transition Meeting.
6. The Service Provider Transition Checklist form will be completed and reviewed at the Transition Meeting.
7. Provider changes will be updated in the CDDO databases by CDDO staff.
8. Any conflicts between providers may be resolved through CDDO mediation if requested by one or both of the providers involved.