
CHAPTER 14: CHILDREN'S CHOICE

TABLE OF CONTENTS**PAGE(S) 3**

CHILDREN'S CHOICE**TABLE OF CONTENTS**

SUBJECT

SECTIONS

OVERVIEW 14.0**COVERED SERVICES** 14.1

- Support Coordination
- Family Support Services
- Center-Based Respite Care
- Environmental Accessibility Adaptations
- Family Training
- Crisis and Non-Crisis Provisions
 - Crisis Provision
 - Process for Determining Qualification for Crisis Designation
 - Provisions of a Crisis Designation
 - Non-Crisis Provision
 - Determining Non-Crisis Designation
 - Process for Non-Crisis/Other Good Cause Designation

RECIPIENT REQUIREMENTS 14.2

- Request for Services Registry
- Medical Certification Eligibility Requirements
- Application Process
- Level of Care
- Choice of Service, Support Coordination and Direct Service Providers
 - Support Coordination
 - Direct Service Providers
- Admission Denial or Discharge Criteria

RIGHTS AND RESPONSIBILITIES 14.3

- Freedom of Choice of Program
- Notification of Changes
- Participation in Care
- Freedom of Choice of Support Coordination and Service Providers

CHAPTER 14: CHILDREN'S CHOICE

TABLE OF CONTENTS

PAGE(S) 3

Voluntary Participation
Compliance with Civil Rights
Quality of Care
Grievances/Fair Hearings
Rights and Responsibilities of Families

SERVICE ACCESS AND AUTHORIZATION 14.4

Provider Selection
Prior Authorization
Post Authorization
Changing Direct Service Providers
 Prior Authorization for New Service Providers
Changing Support Coordination Agencies
Changes in Authorized Services

PROVIDER REQUIREMENTS 14.5

Support Coordination Provider Requirements
Direct Service Provider Requirements
Support Coordination Provider Responsibilities
Direct Service Provider Responsibilities
 Back-up Planning
Emergency Evacuation Planning

STAFFING REQUIREMENTS 14.6

Support Coordination Requirements
Direct Service Provider Requirements

RECORD KEEPING 14.7

Components of Record Keeping
Confidentiality and Protection of Records
Review by State and Federal Agencies
Retention of Records
Administrative and Personnel Files
Recipient Records
 Organization of Records, Record Entries and Corrections
 Components of Recipient Records
Service Documentation
 Service Logs

CHAPTER 14: CHILDREN'S CHOICE

TABLE OF CONTENTS

PAGE(S) 3

Progress Notes
Progress Summary
Discharge Summary for Transfers and Closures
Individualized Documentation
Schedule of Required Documentation

REIMBURSEMENT 14.8**PROGRAM MONITORING 14.9**

On-Site Reviews
 Administrative Review
 Interviews
 Personnel Record Review
 Recipient Record Review
 Provider Staff Interviews
Monitoring Report
Corrective Action Report
 Informal Dispute Resolution (Optional)
Fraud and Abuse
Quality Management

INCIDENTS, ACCIDENTS AND COMPLAINTS 14.10

Internal Complaint Policy
Complaint Disclosure Statement
Definition of Related Terms Regarding Incidents and Complaints

DEVELOPMENTAL DISABILITY LAW APPENDIX A**GLOSSARY APPENDIX B****CONTACT INFORMATION APPENDIX C****FORMS APPENDIX D****BILLING CODES APPENDIX E****CLAIMS FILING APPENDIX F**