

**CHAPTER 35: PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY**

Revised/ Issued Date	Section	Section Title	Number of Page (s)	Reason for Revision
06/10/24	35.	Title Page	1	Revisions made to remove “Provider Manual” from title.
06/10/24	35.	Table of Contents	3	Revisions made to update sections with most current information.
06/10/24	35.0	Overview	3	Revisions made to incorporate gender inclusive language throughout section as well as to update Purpose of this Chapter section.
06/10/24	35.1	Services	4	Revisions made to incorporate gender inclusive language throughout section as well as update Service Limitations/Exclusions and Service Delivery criteria.
06/10/24	35.2	Beneficiary Requirements	3	Revisions made to incorporate gender inclusive language throughout section and to update Beneficiary Criteria section.
06/10/24	35.3	Beneficiary Rights and Responsibilities	4	Revisions made to incorporate gender inclusive language throughout section as well as to update criteria throughout section.
06/10/24	35.4	Service Access and Authorization	9	Revisions made to incorporate gender inclusive language throughout section as well as to update Assessment Criteria section and Voluntary Disenrollment section.
06/10/24	35.5	Provider Requirements	15	Revisions made to incorporate gender inclusive language throughout section as well as to update criteria throughout section and incorporate National Voter Registration Act (NVRA) criteria.
06/10/24	35.6	Staffing and Training	6	Revisions made to incorporate gender inclusive language throughout section as well as to update Staffing Responsibilities criteria.

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06/10/24	35.7	Record Keeping	6	Revisions made to incorporate gender inclusive language throughout section as well as to update Personnel Records criteria.
06/10/24	35.8	Reimbursement	3	Revisions made to incorporate gender inclusive language throughout section as well as to update General Provisions for Reimbursement criteria.
06/10/24	35.9	Claims Filing	1	Revisions made to incorporate gender inclusive language throughout section.
06/10/24	35.10	Program Quality and Oversight	6	Revisions made to incorporate gender inclusive language as well as to Quality Data without Root Cause Analysis and Quality Data with Root Cause Analysis criteria.
06/10/24	35.11	Grievances/Complaints	5	Revisions made to incorporate gender inclusive language throughout section as well as to update Internal Appeals Process and External Appeals Process criteria.
06/10/24	35.12	Administrative Sanctions	2	Revisions made to incorporate gender inclusive language throughout section.
06/10/24	Appendix A	Glossary	6	Revisions made to incorporate gender inclusive language throughout section.
06/10/24	Appendix B	Contact Information	3	Revisions to incorporate entirely new section to Manual Chapter for Contact Information.
06/10/24	Appendix C	Forms and Links	2	Revisions to incorporate entirely new section to Manual Chapter for Forms and Links.