



NEW BEGINNINGS ENTERPRISES, INC.  
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION

Protocol: **Provider Change**

Page 1 of 1

Effective Date: 12/1/17

Revised Date: 10/8/18

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**Purpose:** The purpose of the Provider Change Protocol is to identify the process in which an individual changes from one Community Service 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. Any individual/guardian has the right to change service providers at any time.
2. Individuals and their families, if applicable, requesting a change in service providers should be directed to the CDDO. Individuals and their families will be:
  - a. Informed of all service options
  - b. Given the opportunity to disclose the reason for the change and be given the option of having the CDDO mediate with the current Community Service Provider.
3. The individual/guardian must complete a new Community Service Provider Options Form and return to the CDDO.
4. Once the change has been approved by the CDDO, an email will be sent indicating the approval to the old service provider, new service provider, TCM and MCO, if applicable.
5. If applicable, the team must coordinate a transition meeting before a service change can take place.
6. The MCO Care Coordinator, if applicable, will update the ISP with the provider changes and distribute to the guardian/individual, CDDO and CSPs.
7. 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.