

## O-Service Review Panel (SRP) Referrals

### O-100 Overview

Support Coordinators (SCs) must submit possible denials/discharges to OAAS RO for recommendations.

OAAS RO submits the following cases to OAAS State Office Service Review Panel (SRP) for further recommendations:

#### **Involuntary Denials/Discharges from Community Choices Waiver (CCW) or Adult Day Health Care (ADHC) waiver:**

- Health and welfare of the individual cannot be assured through the provision of waiver services.
- Failure on behalf of the individual to maintain a safe and legal home environment.
- It is not cost effective or appropriate to serve the individual in the waiver.

#### **ADHC to CCW Transitions:**

- Transitions from Adult Day Health Care (ADHC) Waiver to Community Choices Waiver (CCW) due to a physical decline (Refer to Waiver Procedures Manual, OAAS-MAN-13-007, Section L).

#### **Expedited Community Choices Waiver:**

- Expedited Community Choices Waivers (Refer to Expedited Community Choices Waiver policy and protocol, OAAS-ADM-12-005).

#### **Legally Responsible Individual/Spouse as Direct Service Worker (DSW) Requests:**

- Requests from Direct Service Providers (DSPs) for the waiver participant's LRI, which is their spouse, to be their paid DSW (Refer to LRI/Spouse Extraordinary Care Policy and Procedures, OAAS-ADM-24-005)

**Nursing Facility (NF) Transition Service Hour Allocation of Resources (SHARe) Exception:**

- SRP may approve a one-time SHARe exception to cover the costs of certain non-recurring services to allow a CCW participant to transition from a NF to the community (Refer to Waiver Procedures Manual, OAAS-MAN-13-007, Section L).

**Protective Services Priority Offers for Community Choices and ADHC Waivers:**

- Adult Protective Services (APS) or Elderly Protective Services (EPS) may submit protective services cases to SRP for review for a priority waiver offer (Refer to OAAS-MAN-13-004).
  - The APS Specialist or APS Supervisor will complete and submit requests for a protective services priority waiver offer via SharePoint.
  - The Governor’s Office of Elderly Affairs (GOEA) EPS staff will complete the Protective Services Priority Waiver Request form, OAAS-IF-08-004, and submit via email to the SRP Chair or designee.
    - SRP Chair or designee will input the referral into SRP SharePoint.

**SRP Follow-Ups:**

- Carry-over cases with follow-up from a previous SRP review.

**SRP Input or Guidance:**

- RO may submit cases to SRP for general input and guidance from the panel.

**O-110 Procedures**

SC will:

- Process the waiver case as outlined in the manual.

If the SC has an involuntary denial/discharge, ADHC to CCW transition, IRA or NF One-Time SHARe exception, the SC will forward the request and supporting

documents (POC packet, narrative, letters from physicians, IRA form, EAA assessment and bids, etc.) to RO.

RO will:

- Review the documents.
- Complete the ***Service Review Panel (SRP) Referral*** form on SharePoint.
- If My Choice or My Place is involved, include the Transition Coordinator's information and recommendation on the case.

RO Manager will:

- Review the SRP Referral form, include recommendations or input, along with all necessary documentation, and if complete, approve on SharePoint.

**NOTE: Only information that is needed to assist in the determination should be submitted to SRP. The entire case record is not needed.**

SRP will make a decision, and the SRP Coordinator will record the decision on SharePoint. The RO Manager will be electronically notified of the case determination and any action needed.

For waiver denials/discharges approved by SRP, RO and SC will follow Denial/Discharge procedures as outlined in the Waiver Procedures Manual, OAAS-MAN-13-007.

For approved ADHC to CCW transitions, the SRP Coordinator will notify the Data Management Contractor (DMC). The DMC will send the SCA a CCW offer linkage. (Refer to Waiver Procedures Manual, OAAS-MAN-13-007, Section F)

For approved Expedited Community Choices Waivers, the SRP Coordinator will notify the DMC. The DMC will send the waiver offer to RO for delivery to the participant. RO will obtain the waiver offer signature and return to the DMC.

**NOTE: Hand delivery is preferred to ensure the DMC's receipt of the signed CCW offer and expedite the process; however, secure e-mail or fax can be used but the RO must ensure the DMC's receipt of the signed the waiver.**

For approved Protective Services Priority Offers the SRP Coordinator will notify the DMC. The DMC will send the waiver offer to RO for delivery to the participant. RO will coordinate the waiver offer delivery and signature with Protective Services (APS/EPS) and return to the DMC.