Individual presents to CDDO for Crisis Exception (new) or Immediate Needs (more services)

CDDO sends notice and recommendation to KDADS for access to HCBS-IDD services

KDADS approves access to HCBS-IDD Program Services

No resources to support person in crisis?

CDDO provides person with community options and resources

KanCare member

KCADS assigns QMS for review and makes determination

MCO receives notice and sends Care Coordinator and notifies TCM

Notice of Action with Appeals Rights is sent to Member/Guardian and copy to TCM & CDDO

Care Coordinator and TCM conduct appropriate assessments (see End-to-End Process)

Member/Guardian Appeals

Oral or Written Grievance to MCO (see MCO Grievance process)

Written appeal to State (see State Fair Hearing Workflow)

MCO makes determination based on assessments

MCO denies access to services

Member/Guardian

Appeals Decisions are also sent to TCM and CDDO. If appeal granted, MCO begins End-to-End Process

Member chooses Provider & Providers Notified & receives authorizations

TCM updates PCSP and MCO approves services on Integrated Support Plan (ISP)

Services Initiated & updated ISP sent to Member/Guardian, Provider, TCM & CDDO

Decision Reversed

Decision Upheld

HCBS-IDD Program Access Workflow: Crisis Exceptions

v. 12.28.13

HCBS-IDD.3