

**Bureau of Managed Care
Managed Care Organizations
Policy / Procedures**

General Contract Monitoring

MCO Process for Moving Member from an Individual Provider to a Homemaker

The MCO member is responsible for hiring, firing and managing their Individual Provider (IP). This is an important part of self-direction and the member taking charge of difficult, but important, decisions.

However, when an MCO Care Coordinator (CC) observes a serious issue with an IP, or if the CC has had multiple conversations with the member about the same IP and the situation does not improve, the MCO may consider the following actions:

1. Tell the member he/she is not managing the IP well enough to continue with IP services and move the member to a homemaker. The MCO does not need permission from Division of Rehabilitation Services (DRS) to take this action, but the member may appeal.
2. The member must inform the IP that IP services will no longer be used by the member.
3. Document all conversations so if there is an appeal, the CC can defend his/her actions.
4. Notify DRS of this change through the weekly file by entering a "0" in the PA field. This informs DRS that a homemaker is now providing services.
5. Enter a note in WebCM so that DRS staff (field, policy and IT) will see the change and the reason for the change.

Policy History

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Date	Action	Policy Originator
April 2018	Contract Clarification	Lauren Tomko

Policy Revisions	Revision Approved
[revision date]	[name of person who approved revision]