

Provider Update



This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com/KS>.

Crisis and exception policy

Summary of change: The Kansas Department of Health and Environment has distributed a new policy, which has been approved for implementation on January 1, 2017.

What is the impact of this change?

This policy provides clarification on the established criteria for the crisis and exception process for persons eligible for home- and community-based intellectual/developmental disability services. The policy establishes processes and procedures for submitting, managing and determining the crisis and exception requests.

For more information regarding the policy, please follow these instructions:

- Go to <http://www.kdads.ks.gov>.
- Select the link for **Home and Community Based Services (HCBS)** found within the *Community Services and Programs* section.
- In the navigation menu found on the left of the page, select **HCBS Draft / Final Policies**.
- Under *HCBS Final Policies*, expand **I/DD**.
- Select **Crisis and Exception Policy E2016-119**.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.