**Changes to Section 21 and 29 Waiver Services and/or Service Locations**

A Prior Authorization is required for any change in waiver services and/ or service locations. The below protocol outlines the process of a Section 21 or 29 Provider requesting prior Authorization.

***The Planning team*** meets, in person or by telephone, to discuss the Member’s current needs, proposed changes, and specific services (what staff will do “to/with/for” the Member) to address those needs. The team will consider the impact of any proposed changes on other services currently being provided. The team will ensure individual and/or guardian have made an informed choice about the proposed change. The team will be aware of the limits on combined Community Support and Work/Employment Support services.

***The Case Manager***opens and re-versions the Person-Centered Plan (PCP) in EIS so that the Service Provider(s) can complete the MaineCare Service Description(s) with the new service and/or service location information.

If the chosen Service Provider Agency is not a current service provider, the Case Manager will forward the chosen Service Provider’s Release of Information to the local OADS Information Data Specialist (IDS) staff person and request to have an EIS Relationship created for the proposing agency. The IDS staff person will notify the Case Manager when the EIS Relationship has been created.

***The Service Provider*** will complete the MaineCare Service Description in the PCP in EIS (the proposed service, identifying the correct EIS Service Location).

***The Member/Guardian*** will sign the OADS PCP Personal Plan Face Sheet when the service descriptions/ locations are completed and agreed to.

***The Case Manager*** has ten (10) calendar days to review the proposed changes in the Service Description(s)/Locations and consult with his/her supervisor, if necessary.

*The Case Manager* submits to the Resource Coordinator:

1. An Authorization Request Form

2. The **new** OADS Personal Plan Face Sheet (Paper Copy) with Member/Guardian & Case Manager signatures, along with a note that the Service Descriptions are available in the Person-Centered Plan in EIS. These signatures indicate approval of the proposed service and/or service location changes reflected in the MaineCare Service Descriptions.

3. The re-versioned Person-Centered Plan (DS PCP Forms assessment) with the proposed services described in the specific MaineCare Service Description.

***The Resource Coordinator*** (RC) will respond within seven (7) calendar days. The RC will review the requested changes and, if approved, will send the Provider a Prior Authorization email, as well as a carbon copy to the Case Manager.

When the Member begins receiving services and the Provider replies to the Prior Authorization email, the Resource Coordinator will enter the authorization into EIS.

Depending upon the reliability of the EIS “tickler” system, the Resource Coordinator may send an email to the Provider(s) and Case Manager that the authorization has been entered.