



## Provider Bulletin

August 2, 2023

### Operational Guidelines Updates

The Operational Guidelines (OG) Manual serves as a reference document and is reviewed internally each year to reflect changes to our processes and policies. From time-to-time, as our service delivery system evolves, and so that our provider partners have the current information they need to work with us, these guidelines will also evolve and updates may be required before and/or after the publishing of the OG manual to reflect progress towards those efforts.

The *Operational Guidelines* below were developed and/or revised to improve on certain practices and to ensure facilitation of the same are in alignment with expectations across all regions.

Please share this notice with your office staff.

You may access and download a copy of the current and upcoming guidelines [here](#).

#### Effective immediately, we are implementing the following:

Section/OG #	Guideline Title	Summary of Changes or Purpose/Intent	Action
A.1.2.a (ID/LAH) B.1.2.a (CWP)	Criteria for Determining Eligibility-Placement on the Wait List	Removed ICAP service score of 85 requirement and provided clarification on CWP Group 5 eligibility.	Revised
A.1.2.c (ID/LAH)	Waiting List – Entry to Services	Removed requirement for updated IQ at enrollment, if placed on the waiting list during developmental period.	Revised
A.2.1 (ID/LAH) B.2.1 (CWP)	Appeals Process	Further clarification of the appeals process.	Revised

#### The following guidelines are repealed, effective immediately:

A.2.1.a/ B.2.2 Waiver/Wait List Eligibility Appeals	Replaced with Appeals Process
A.2.3 Informal Conference	Replaced with Appeals Process

*Guidelines are subject to change without notice, although we will use good faith efforts to provide advance notice of changes. Additional guidelines may be developed from time to time and some may be withdrawn from use.*

*Archived copies will remain available at the same location until annual review.*