



Provider Bulletin

June 20, 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 guidelines [here](#).

Effective July 1, 2023, we will implement the following:

Section/OG #	Guideline Title	Summary of Changes or Purpose/Intent	Action
A.5.12 (ID/LAH) B.4.4 (CWP)	Specialized Service Provider Enrollment	Developed to outline the certification process for prospective providers of specialized services	New
A.2.1.a (ID/LAH) B.2.2 (CWP)	Waiver/Wait List Eligibility Appeals	To provide further clarity on process	Revised
A.4.8 (ID/LAH)	Support Coordination Guidelines	Updated risk management requirements and added section on quality improvement to show full compliance with all HCBS regulations	Revised

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 Additional guidelines may be developed from time to time and some may be withdrawn from use. Guidelines revised to provide clarification only will not be included.

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