

Provider Bulletin

June 25, 2024

Operational Guidelines Updates

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 staff. You may access and download a copy of the guidelines at the link below:

<https://mh.alabama.gov/provider-operational-guidelines-manual/>

	Operational Guideline Title	Action
1	A.4.5 Monitoring - Individual Experience Assessment Survey	Revised
2	A.4.9 Free Choice of Provider and Free Choice Provider Complaint/Grievance Process	Revised
3	A.5.2.a Certification Status and Adding New Settings, Services, and/or Individuals	Revised
4	A.5.5 Monitoring of Waiver Services	Revised
5	A.5.11. HCBS Provider Owned and Controlled Properties	Revised
6	A.5.13. New Settings HCBS Compliance	New to Manual
7	B.3.5.a CWP Initial Monitoring Individual Experience Assessment Survey	Revised
8	B.3.5.b CWP IEA and Ongoing Monitoring Survey	Revised
9	B.4.2 Existing CWP Provider Seeking to Add or Delete CWP Services or Geographic Areas Where Services are Provided in the Provider's Contract	Revised
10	B.4.3. HCBS: Provider Owned and Controlled Properties	Revised

11	B.5.1 Provider Recruitment, including CWP Provider Application	Revised
12	B.5.4. CWP Initial Credentialing and Re-Credentialing Processes	New to Manual
13	B.5.5. HCBS Compliance Process for CWP	New to Manual