

Provider Bulletin

January 17, 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.1.2.a Criteria for Determining Eligibility and Placement on the Waiting List	Revised
2	A.2.1 Appeals Process	Revised
3	A.2.2 Dissatisfaction of Services/Grievance Process	Revised
4	B.1.2.a Criteria for Determining Eligibility and Placement on the Waiting List	Revised
5	B.2.1 Appeals Process	Revised
6	B.2.2 Dissatisfaction of Services/Grievance Process	Revised