

## **WAITING LIST**

The Adult Brain Injury (ABI) Program shall implement a waiting list for rehabilitation services when it is fiscally necessary.

When the total service requests exceed available funds, the ABI Program Manager shall notify the service coordinators that a waiting list is in effect until further notice. The service coordinator shall inform new participants at the time of initial contact that a waiting list for rehabilitation services is in effect.

The Program Manager will consult with the Service Coordinator when the participant is close to reaching approval status. The Service Coordinator will notify the participant. Once the participant has selected their provider and completed/submitted the Provider Choice Form to the Service Coordinator, the provider will be notified by the Service Coordinator to submit a prior authorization.

Available funds shall be reviewed against the participant's needs to accomplish a projected outcome, as identified in the individualized service plan. Participants may be approved to begin services when funds are available for at least fifty (50%) percent of his/her projected needs. The ABI Program Manager makes the final decision on encumbrance of funds.

## **PLACEMENT ON THE WAITING LIST**

Service Coordinators shall place a participant on the waiting list when all of the following criteria are met:

- The participant is.
  - New to ABI Program services
  - Has not received ABI provider Paid services within 6 months from the last date of paid service of the last paid claim. ;
  - Financially eligible for ABI Paid services;
  - Enrolled in Adult Brain Injury Paid Services;
  - Deemed to have a need for Paid services following a comprehensive assessment and development of an individualized SHS service plan that documents specific service needs, and

When a waiting list is in effect, the Service Coordinator shall:

- Continue to accept referrals that are appropriate for enrollment;
- Meet with potential participants to determine eligibility according to ABI Program policies and procedures and enroll if eligible;
- Conduct a comprehensive assessment of needs and resources;
- Develop an individualized service plan that specifies the services needed to accomplish the desired outcome;

- If the participant is financially eligible for ABI Program Paid services and the individualized service plan specifies a need for such services, advise the participant that his/her name shall be placed on a waiting list for any services;
- Assist the participant to access funding for other appropriate services; and
- ABI Program Central Office staff will receive an automated email from the SHS Information System that a participant shall be placed on the waiting list.

ABI Program Central Office staff shall maintain a master waiting list and establish routine communication to keep Service Coordinators informed of the status of waiting list participants.

### “ON HOLD” STATUS

When funding becomes available for a participant on the waiting list but the participant is unable to participate in services, the Service Coordinator shall notify the Program Manager that the participant should be placed “On Hold” for purposes of the waiting list. The date “on hold” status becomes effective is the date the prior authorization for services could have been approved. The participant shall keep his/her place on the waiting list while the participant is “on hold”. If the circumstance is in the control of the participant, the participant may not be on hold longer than 90 days. After 90 days “on hold”, the participant shall be moved to the bottom of the waiting list. If the circumstance is not in the control of the participant, the participant may be kept “on hold” until the circumstance is resolved or it is the desire of the participant to be removed from the waiting list. The Program Manager and Service Coordinator shall be in communication of participant’s status, and the Program Manager will determine appropriate status on the waiting list.

Examples of circumstances for “on hold” status:

- Provider for services not available in the participant’s area (not in participant’s control);
- Waiting for completion of services through another agency, i.e. completion of supported employment through Vocational Rehabilitation (not in participant’s control);
- Unforeseen hospitalization or treatment of medical or mental conditions (not in participant’s control);
- Participant does not wish to utilize provider in their area (participant’s control); and
- Participant leaves on an extended vacation or visit with family (participant’s control).

The Service Coordinator shall notify ABI Program Central Office staff of the reason for placing a participant in “On Hold” status. ABI Program Central Office staff shall be responsible for tracking the dates a participant is “On Hold”. In these instances, other

participants on the waiting list may be approved to begin services, using the date of placement on the waiting list.

## REMOVAL FROM THE WAITING LIST

Participants may need to be removed from the waiting list prior to approval for services for various reasons. The following are the most common reasons for removal:

- Participant's AFER is not returned/incomplete
- Participant no longer requires services
- Unable to locate/no response from participant
- Participant moved out of state
- Participant is no longer eligible
- Participant is incarcerated (more than 180 days)
- Participant is not medically able to receive services/Services no longer appropriate
- Participant's service needs are met by another pay source
- Participant is not interested in services
- Duplicate entry of participant in error
- Participant is not compliant to program
- Participant is deceased
- Program no longer provides this service

Service Coordinators shall notify the ABI Program Central Office staff via email when participants are to be removed from the waiting list. The Service Coordinator shall document the reason for removal in progress notes and in the email notification.