

# CONTENTS

# PAGE

Preface & Glossary of Terms -----	i.-iii.
Section I. General Policies -----	1
Section II. Eligibility-----	1-2
Section III. Universal Provider Qualifications and Standards -----	1-3
Section IV. Moderate Needs Group Services -----	1
1. Case Management-----	1-2
2. Adult Day-----	1-2
3. Homemaker -----	1
Section V. Procedures	
1. Application, Screening, Eligibility Determination & Reinstatement Procedures ----	1-3
2. Waiting List Procedures -----	1-2
3. Changes and Reassessment Procedures -----	1-2
4. Initiating Services Procedures -----	1
5. Withdrawal, Denial, & Termination Procedures -----	1-2
6. Appeals Procedures -----	1-3
7. Provider Enrollment and Billing Procedures -----	1-3
8. Complaint Procedures -----	1-2
Section VI. Assessment Tool -----	1
Section VII. Forms -----	1
ILA Intake Section	
Moderate Needs Group Application	
Moderate Needs Clinical Eligibility Worksheet	
Moderate Needs Financial Eligibility Worksheet	
Moderate Needs Group Wait List	
Moderate Needs Group Service Authorization	
Moderate Needs Denial Notice	
Moderate Needs Withdrawal/Termination	
Moderate Needs Complete Package Checklist	
Adult Day Waiting List Notice - Template	
Homemaker Waiting List Notice - Template	