

Resolution Process between OAPSA and MCO's

STEP 1

RON received by the AAA for individuals aged 60 and over

STEP 2

Based on categorization, AAA is to ensure the consumer's safety or reduce/eliminate risks

STEP 3

AAA will check EVS to determine MCO. AAA will reach out to MCO to get SC contact information and reach out to the SC to discuss needed services to reduce/eliminate risk as part of a new or increased service plan.

STEP 4

AAA will complete the "OAPS Service Plan for PS Informed Consent" and email to the MCO/SC for review.

STEP 5

SC will either:

1. Increase or start services to address risk immediately and then complete an assessment at a later date.
2. Differ with the need for services being proposed.

**If services are not started immediately by the SC to reduce risk, PS must start services while remediation is occurring.

STEP 6

If no resolution can be reached between the SC and the AAA, the AAA may reach out to PDA Specialist for remediation.

The AAA will:

- Implement services under PS to reduce/eliminate risk until resolution can be reached.

PDA will:

- Contact OLTL and the MCO to reach a resolution or understanding regarding the request for services.
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STEP 7

Depending upon the resolution reached between PDA, OLTL, and the MCO services will either be provided through

- PS
- MCO

In either case risk will be reduced and the older adult will be served.

**Please note that not all PS cases will be reported to the MCO. Only cases involving an increase or change in services to reduce/eliminate risk.