

# Termination of Services – Person Supported

Core Services of Northeast Tennessee reserves the right to request termination of services at agency discretion. Reasons for this request may include but are not limited to refusal of services, irreconcilable differences with the person and/or conservator, philosophies that do not match person centered practices, and decline in health where the level of care exceeds the capability of the agency.

The following process will occur when an agency decision has been made to request termination of services:

1. The agency will provide a written notification of the planned service discontinuation to the person supported, his/her conservator or guardian, his/her support coordinator, and DIDD no less than sixty (60) days prior to the proposed date of service or Agreement termination.
2. The agency will provide continuity of services while the COS and Case Manager/ISC secure a new provider.
3. The agency will obtain DIDD's approval, in the form of a signed service plan, to discontinue the service and cooperate with any subsequent, authorized service provider as is necessary.
4. The agency will consult and cooperate with DIDD in the preparation of a discharge plan for those persons served receiving care and services from the Provider in the event of a proposed termination of service.
5. When appropriate, as part of the discharge plan, the agency will meet, consult and cooperate with any new providers to ensure continuity of care and as smooth a transition as is possible. The agency will provide copies (or original documents as required) of the records for people served to the persons served new provider as directed by DIDD and as required by the DIDD Provider Manual.