



- Step 1:** The individual, their team, and Case Manager (CM) determines the need for a new or revised support or provider.
- Step 2:** CM fills out Request for Proposal (RFP) request and details on PowerApps.
- Step 3:** RFP Team reviews information and distributes the RFP to Program Approved Service Agencies (PASAs) approved for the specific service category.
- Step 4:** RFP is added to Smartsheet and PASAs fill out the Provider Response Form if interested in working with the individual.
- Step 5:** CM supports the individual/team in reviewing provider responses and interviewing prospective providers (including face-to-face interviews when appropriate).
- *Please note, the individual can take up 90 days to decide on a provider.
- Step 6:** Individual/family selects a provider and CM confirms the appropriate amount, scope, duration, and frequency with the individual/family and provider(s)
- Step 7:** CM completes a revision, notifies the individual/family, provider(s). CM notifies the RFP Team of RFP closure.
- Step 8:** Revised service plan is delivered to the team; services begin; billing is authorized.