

## **BUS Update Memorandum**

TO: All BUS Users

FROM: Rhonda Johnson - BUS Administrator

DATE: June 28, 2019

RE: Service Plan Roles and Responsibilities Update in the BUS

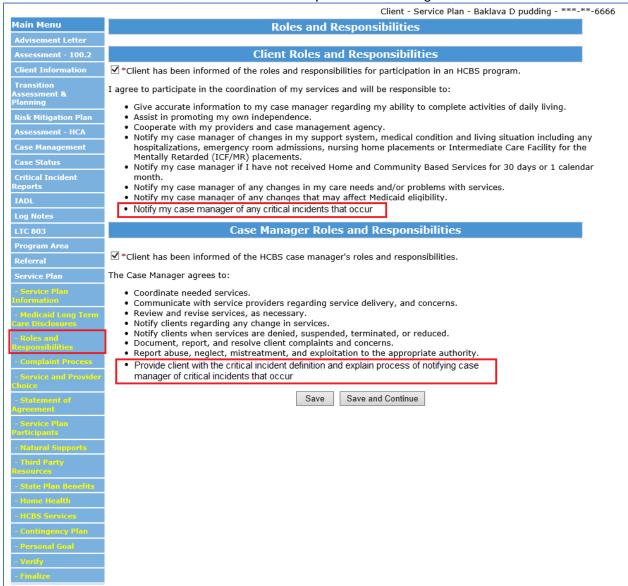
## What is changing?

On July 8, 2019, two new bullet points will be added to the Service Plan Roles and Responsibilities page in the Benefits Utilization System (BUS) to acknowledge Critical Incident Reporting (CIR) education to waiver participants. One new bullet point will be listed under the Client Roles and Responsibilities, to ensure the client will inform his/her Case Manager of any critical incidents that occur. The second bullet point will be listed under the Case Manager Roles and Responsibilities section, confirming the Case Manager has provided the client with education regarding the definition of a critical incident and the process to report a critical incident.

## Why is this change being made?

The Centers for Medicare and Medicaid Services (CMS) is requesting the verification of client education of the CIR process. Currently there is no specific critical incident language in the Client or the Case Manager Roles and Responsibilities in the BUS. Adding these additional bullet points to the Roles and Responsibilities page in the BUS will serve as a reminder and a confirmation that this education was covered during the annual service plan meeting.

## New View of the Service Plan Roles and Responsibilities Page in the BUS:



If you have any questions about this change to the Service Plan Roles and Responsibilities page in the BUS, please contact:

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