

COMPREHENSIVE ACCESS POINT MODEL

Individual



Comprehensive Access Point

- People would access Long-Term Services and Supports through the establishment of a toll-free phone number as well as web-based referral tools.
- The Comprehensive Access Point would provide: Options Counseling, Assessment, Eligibility Determination, Service Level Identification, and Information and Referral.



Case Management Agency

- If case management is a component of the Long-Term Services and Supports program, the individual would choose his/her case management agency to provide service coordination, quality assurance, and information and referral.



Service Provider