

Memorandum

**Charlie Crist,**  
Governor

Date: October 15, 2008

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To: APD Service Providers

**Jim DeBeaugrine,**  
Director

CC: Waiver Support Coordinators, Area Administrators, APD Central Office,  
Family Care Council

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From: Jim DeBeaugrine, Director

**4030 Esplanade**

Subject: Service Authorizations for Tier Implementation

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**Way,**

**Suite 380**

**Tallahassee,**  
**Florida**

**32399-0950**

We are hearing a number of your concerns about not receiving revised service authorizations for individuals potentially affected by the tier implementation. If providers have a current approved authorization to provide a service, it will be honored until you receive notification otherwise.

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**{850} 488-4257**

**Fax:**

**{850} 922-6456**

**Toll Free:**

**{866} APD-CARES**

**{866-273-2273}**

If a monthly service is being provided with an existing authorization that expired yesterday, please contact the support coordinator to obtain a new authorization starting October 15 (assuming the customer has chosen to continue the service). I am asking that support coordinators either fax or hand deliver the service authorizations immediately. If a provider is unable to reach the support coordinator or there are any other issues with the support coordinator, please call the area office. The area office will fax a new service authorization or make other arrangements to get it to you in a timely manner. If you are unable to obtain the authorization from the area office, please call Mac McCoy with our central office at 850-487-1845. The goal is to have authorizations for services that are to be continued beyond October 14 in providers' hands today.

Please be assured that Area staff are working diligently to complete all changes so that cost plans and service authorizations can be finalized for every individual. Additionally, Area staff will work with support coordinators and providers in their area to supply information on the status of service approvals. Area staff have encouraged all waiver support coordinators to get information to providers as quickly as possible.

As you know, this is an enormous change to our system. There are significant challenges and deep emotions. I am confident, however, that we will maintain focus on the people we serve and do our best. If we maintain that focus, we will be calm, patient and cooperative. Policy or personal disagreements will be set aside for discussion at a more appropriate time and place. We will work together to resolve issues. Our immediate goal is that the individuals we all serve will not experience any needless service interruption because of inattention to this critical issue.

Thank you very much for the work you do on a daily basis to make life better for others.