



**SENIOR & LONG TERM CARE DIVISION
COMMUNITY SERVICES BUREAU**

Section: SERVICES

Subject: Service Animal Acquisition Procedure

References: ARM: 37.40.1487

<p>1. Member requests service animal from their case manager/CM.</p>
<p>2. Pre Work Member Interest Phase: CM and member develop the POC which includes a request for a service animal. CM explains HCBS 899-24 Stewardship Agreement. CM sends the member the service animal packet.</p>
<p>3. Pre Work/ Service Provider Bid Phase: Member selects at minimum two service animal providers and requests a bid from each. Bid requests should be made by the member, if possible, as a service animal requires evidence of committed ownership.</p>
<p>4. Pre Assessment Phase: CM assists the member with any acquisition/documentation questions. CM provides support to member throughout this process.</p>
<p>5. Collaborative Decision Phase: CM works with the local RPO and service animal provider to begin coordination towards the acquisition process. CM obtains approval for the service animal from the local RPO. Partial payment of the service animal begins with local RPO approval.</p>
<p>6. Training Phase: Member works with the service animal provider during the training phase on specific handler tasks, expectations and responsibilities.</p>
<p>7. Placement Phase: Service provider notifies CM and member of actual placement date of service animal once training is nearing completion. Service animal provider places the service animal with the member and provides for any additional training needs, adjustments, and/or education.</p>
<p>8. Adjustment Phase: Member works with their new service animal and the training organization for a period of time and notifies the CM if any issues arise.</p>
<p>9. Post Assessment Evaluation Phase: Complete training organization post assessment.</p>
<p>10. Finalization: *Authorization from local RPO to release second phase of payment is given.</p>