**PROTECTION AND PERMANENCY MEMORANDUM, 14-14**

**TO:** Service Region Administrators

Service Region Administrator Associates

Service Region Clinical Associates

Regional Program Specialists

Family Services Office Supervisors

**FROM:** Tina Webb, Assistant Director

Division of Protection and Permanency

**DATE:**  November 14, 2014

**SUBJECT:** Updated Contact Information for APS Reports and MCO Provider Contact List

The purpose of this memorandum is to inform staff of a change in contact information regarding adult protective services investigations and also to present the updated MCO Provider Contact List.

1. **Updated e-mail address for APS findings notifications:** The e-mail address for the Attorney General’s office regarding findings in adult protective services investigations has changed. The e-mail address listed in the Forms and Resources sections of the following sections of SOP has been updated to reflect this change:
   * [19.4 Completion of the DPP-115 Reporting Form](https://manuals.sp.chfs.ky.gov/chapter19/Pages/194CompletionoftheDPP-115ReportingForm.aspx); and
   * [20.11 Completion and Distribution of Notice of Protective Service Investigative Findings](https://manuals.sp.chfs.ky.gov/chapter20/Pages/2011CompletionandDistributionoftheNotificationofProtectiveServicesandInvestigativeFindingsReportForm.aspx) (new name).
2. **New contact information for the Office of the Long Term Care Ombudsman:** The address, telephone and fax numbers for the Long Term Care Ombudsman has been updated in SOP 19.4 Completion of the DPP-115 Reporting Form. The updated information is located in the table, under the Related Information section of this SOP.
3. **Updated MCO listing:** Following the completion of the Commissioner’s Managed Care Organization forums across the state, central office has posted an updated listing of the [MCO Provider Contact List](https://manuals.sp.chfs.ky.gov/Resources/Related%20Resources%20Library/MCO%20Provider%20Contact%20List.docx) on the [Related Resources browser](https://manuals.sp.chfs.ky.gov/Resources/Pages/relatedResources.aspx) of the SOP manual website. Please begin referencing this document for MCO provider information. Since this document will change regularly, it is important that staff pulls the listing from the website each time to ensure that they have the most up to date information. This document will be updated, as necessary, but a notice will not always be sent out to that effect.

If you have any questions regarding the APS clarifications, please contact:

Steven Fisher, Adult Protective Services Branch Manager

[Steven.fisher@ky.gov](mailto:Steven.fisher@ky.gov)

(502) 564-7.43, ext. 3570

If you have any questions regarding the MCO provider listing, please contact:

Tina Hagenbuch, Out of Home Care Branch Manager

[tina.hagenbuch@ky.gov](mailto:tina.hagenbuch@ky.gov)

(502) 564-6852, ext. 3577.