

Redefining Case Management Technical Assistance and Guidance



| Category | Question | Response |
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| Application | To whom does this apply? | The change in case management (CM) applies only to those in these two categories, who: 1) Do not receive Medicaid benefits and were previously provided CM by Division support coordinators, 2) Do not receive Medicaid benefits and were previously provided CM by a contracted TCM provider in a county where there was a decision to discontinue CM for those without Medicaid. |
| Assistance | What if someone needs help applying for County board services, and they do not understand what they need to get the referral completed? | They would go to the County Board for assistance with County Board services. |
| Definitions | Define general revenue funding. | General Revenue funding refers to funding that comes only from allocations from the legislature as opposed to federally funded Medicaid services. |
| | What does person-to-person mean? Is that a face-to-face contact or could it mean a phone contact? | Person to person can refer to either a face-to-face contact or a phone contact. Please refer to the Support Monitoring Directive 3.020. |
| Intake Process | When you say that intake will ask if they are using services, do you mean they are using their MOHealthNet benefits? | Yes |

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| | Where will those who only receive information from the Information Specialists be referred to for funding and case management? | Information specialists will be referring individuals who later become eligible for TCM to the Regional Office case management team or contracted TCM agency for the individual's county. |
| | How will the intake process change, if at all, for non-Medicaid individuals? | Other than additional questioning regarding Medicaid status, there is no change in intake and eligibility process. |
| | Will the Information Specialist be able to provide hands-on support? For example, say an individual cannot fill out a Medicaid form. They are hitting barriers in the Medicaid office, or just do not understand what is being asked of them. | Information Specialists will not carry a caseload and therefore would not provide hands on support, but rather would provide competent information and contact referral to those agencies that are experts in the field of topic. |
| | Will there be a caseload cap for Information Specialists? | Information Specialists will not carry a caseload. |
| | How frequently will information specialist contact families? | All individuals referred to the Information Specialist process will receive contact at least two times per year. Informational e-mails will go out at least quarterly. |
| | Who is doing the Medicaid check? What is the person supposed to do for the 6 months while they wait, potentially in substantial need? | Family Support Division oversees the Medicaid eligibility process. Information Specialists will monitor the Medicaid eligible list so that when status changes, the TCM will be promptly notified. |
| | What is the process difference between a county that does not provide CM to those without Medicaid and a county that does? | For TCMs that continue to serve non-Medicaid eligible individuals, there will be no change. For TCMs who choose not to serve non-Medicaid individuals, these individuals will be referred to the Information Specialists. |

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| Intent to Serve | What was the process by which TCM agencies notified the Division of their intent to serve and can they change their decision? | <p>All TCM agencies received notification requesting a response regarding intent to serve non-Medicaid persons.</p> <p>Each TCM notified the Division as to their intent to serve regarding current non-Medicaid eligible individuals and future non-Medicaid individuals.</p> <p>TCMs may notify their Regional Office if their intent to serve changes.</p> |
| Monitoring Expectation | Will the Division have monitoring/documentation expectations for individuals who receive a service through a DD provider/service code, but the service is funded completely by a SB40 board? | The Division only monitors services that are funded in part or entirely by the Division. |
| People Served | Can TCMs bill the Division for case management for individuals in nursing homes who are non-Medicaid if the person is receiving a GR funded service? | <p>Individuals in Long Term Nursing Home services should not receive CM.</p> <p>Individuals in Short Term Nursing Home services may receive CM.</p> <p>The TCM entity may bill for CM for non-Medicaid eligible individuals who are receiving GR funded services.</p> |
| | Does it matter if the Autism Project services are currently active or inactive with individuals who are not Medicaid eligible? | Those who are actively receiving Autism Project services or seeking those services will receive CM. |

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| | For those individuals who currently have Medicaid but then lose their Medicaid, what is the process for transition at that point? | Individuals who go in and out of Medicaid eligibility shall continue to receive CM. This is the current CM practice. |
| | Are current autism clients receiving services grandfathered in for case management? Or, will they lose their case manager? | They will continue to receive CM. |
| Planning | Regarding outcomes, is at least one outcome still required for non-funded Medicaid eligible plans? | Yes, please refer to the ISP Guide. |
| Rates / Billing | What is the GR CM rate? If this has not been established, when will it be established? | This rate and process will be published as soon as it becomes available which should be before July 1, 2018. |
| | How will billing be arranged for PAC individuals? | See answer above. |
| | Are you going to bill case management directly to clients/families that are not Medicaid eligible yet still receiving a DD service? | Individuals and families do not receive a bill for CM services. |
| Redefining Timeline | When will those receiving no case management receive information on the new process? | Letters were sent to non-Medicaid eligible individuals in November 2017 and January 2018 to notify of the impact of redefining CM. |