

Tiered Case Management Criteria and Processes



Intervention Leveling Criteria



TIER A

Quarterly Contact
Annual Reassessment
1286a
Billed at 1 unit of service per day

3 or less care management interventions in a 6 month period. If 2 of those interventions are crisis interventions, client is automatically level 2.

TIER B

Monthly Monitoring
Six Month Field Visit
Annual Reassessment
1286z
Billed at 1 unit of service per day

4-6 care management interventions in a 6 month period
All new clients at level 2 for 6 months

TIER C

Monthly Monitoring
Quarterly Field Visits
Six Month Visit
Annual Reassessment
1286c –
Billed at 1 unit of service per day

7 or more care management interventions in a 6 month period.

<p>CRISIS INTERVENTION 4 1 INTERVENTION WEIGHTED AT 4</p>	<p>SERVICE BROKERAGE AND ADVOCACY 3 1 INTERVENTION WEIGHTED AT 3</p>	<p>RISK MANAGEMENT 2 1 INTERVENTION WEIGHTED AT 2</p>	<p>CLIENT ENGAGEMENT/ REINGAGEMENT 1 1 INTERVENTION =1</p>
<p>"A process for actively influencing psychological functioning during a period of disequilibrium in order to alleviate the immediate impact of disruptive stressful events and to help mobilize the client."¹ Crisis Intervention Efforts have two principal aims 1) Cushion the stressful event by immediate or emergency emotional or environmental first aid and 2) Strengthen the person in his or her coping through immediate therapeutic clarification and guidance during the crisis period. Examples That Precipitates Crisis Intervention:</p> <ul style="list-style-type: none"> • Suicide Assessment • Imminent Housing Eviction • Acute Anxiety Attacks • Insect Infestations • violent crime , neglect ,exploitation • loss of heat, utilities water supply • Sudden decline in health, function or cognition 	<p>" [Service] Brokerage requires that the Care Manager facilitates continual interaction between various segments of the service delivery system."¹ When service breakdowns or requests for service changes occur, the Case Manager assists clients to ensure their rights to receive services based upon the person-centered model of care are upheld. Service Brokerage and Advocacy have two aims 1) To intervene in service delivery or service requests to ensure the client lives safely in the community and 2) to enable the client to continue to receive services through communication, service linkage, planning and advocating for client choice. Examples That Precipitated Service Brokerage and Advocacy:</p> <ul style="list-style-type: none"> • Frequent Changes to Staffing • Service Discharges due to client behaviors • Discharge Planning • Frequent ER/Hospitalizations • Unstable, fragile health conditions • Hospice, end of life care • Alcohol, drug addiction • Scarcity of providers or services • Cultural and language barriers • Cognitive and memory impairments • Provider quality performance issues 	<p>"Risk Management" includes the identification of potential and perceived risks to the individual.falling into four general categories; health, behavior, personal safety risks, and in-community risks."² Managing these risks includes identification and documenting risks, developing written, plans for addressing them, negotiating with client the risks presented keeping client choice central to the process, and monitoring outcomes related to the risk. Examples That Precipitates Risk Management</p> <ul style="list-style-type: none"> • Client refusal of services • Client engaging in behaviors that put client at risk of institutionalization. • Caregiver/Family dynamics that jeopardize client's health or well-being. • Client without adequate housing • Does not keep medical appointments and/or take medication as scheduled • Premature discharge from STR, hospital • Aggressive, combative, inappropriate sexual behavior toward caregivers 	<p>Engagement refers to the "process through which clients become active or involved in their treatment."³ for purposes of CHCP, "treatment" can be applied in a broad sense incorporating both services on the plan of care and participation in the program.</p> <ul style="list-style-type: none"> • Client cannot be found for assessment or services. • Client does not participate in treatment plan is at risk of discharge from services. • Client needs contestant reassurance to be engaged with the services and establish trust with the care manager. • Family members/informal supports create challenges due to unrealistic expectations of caregivers, excessive demands, impede services by creating hostile environment for caregivers • Family member's behaviors are interfering with the delivery of care • Examples of CM Client Engagement/Re-Engagement strategies <ul style="list-style-type: none"> • Family Meetings • Motivational Interviewing with frequent phone contact • Searching for

<p>Examples of CM Crisis Intervention Strategies</p> <ul style="list-style-type: none"> • Safety Planning • Working with First Responders • Lethality Assessment • Depression Assessment • PSE Contact and Related Follow Up 	<p>Examples of CM Service Brokerage and Advocacy Strategies</p> <ul style="list-style-type: none"> • Negotiating a 10-Day Notice with provider • Conducting Status Review • Changing multiple service providers/Care Plan • Referrals to providers and treatment • Case conferences, meetings with client, family, providers • Conservatorship • Pre and post transition planning for persons in hospital or nursing home who have not had a status review 	<ul style="list-style-type: none"> • Hazardous or unsanitary conditions in residence • Examples of CM Risk Management Strategies • Risk Agreements • Safety Contracting • Extensive Back Up Planning • Critical Incident reporting • Training, education and skill building 	<p>client</p> <ul style="list-style-type: none"> • The engagement process has several conceptualizations where interventions are designed to enhance clients, 1) receptivity, 2) expectancy 3) investment, 4) working relationship. • Contacts and documentation related to care management follow up • Non urgent calls from family members with questions/requests

Non-Intervention Duties and Responsibilities Requiring Care Manager Time

Entitlements

Medicaid Redeterminations
SNAP
QMB

HP Portal

Care plan: entry, changes and updates
Prior authorization: entry, changes, updates
Computer/system issues

Financial

Cost Share
Applied Income

Training

New care manager orientation and training
In-services
Educational events