

## Case Management-Frequently Asked Questions

**Who documents case management activities?** *Only the Designated IEP Case Manager. A student can only have one case manager.*

**If the Speech, Hearing, and Language staff is the DESIGNATED CASE MANAGER do they complete Medicaid case management logs?** *No, if the case management events only relate to the delivery of speech, hearing and language services in the IEP, i.e., no other health professionals are contacted or involved.*

*Yes, when Speech, Hearing and Language Case Manager is communicating with other health-related service providers collecting information to support the delivery of services; discussing the potential need for services beyond what is in the IEP; or to discuss the health progress of the child. (Remember, this only applies when the SLP is the designated case manager).*

**Do I record case management for "Ed. Only" or "Vocational Only" students?** *No, staff cannot bill case management if the IEP does not reflect any Medicaid related services. However, a student may receive CM services if unforeseen events occur that require the case manager to help the student gain access to Medicaid or health related services.*

*For instance, a student has a crisis or is not progressing and a referral is made for counseling, ot, pt, speech, or other Medicaid service which eventually leads to an amended IEP. The amended IEP now has Medicaid related goals, and the case manager would then be eligible to complete a CMP and begin recording case management services for Medicaid.*

**How do I write case management in the IEP?**

*Suggestion: On SUPPLEMENTARY AIDES and SERVICES/PROGRAM MODIFICATIONS/SUPPORTS FOR SCHOOL PERSONNEL write Case management services and the Frequency, as needed or ongoing.*

**When do I complete the Case Management Plan?**

*When the IEP is finalized.*

**How do I code during the time study week?**

*Case management is billed as a direct service, therefore, events that are recorded on the case management log during your time study week are coded as an ACTIVITY CODE 4 on the time study.*

- *TIME STUDY REMINDER: Referral, Coordination, and Monitoring of health related service for 504, RTI, general, and/or other students is Activity Code 9B.*

**What about Out of District students?**

*The designate LEA case manager for these students should complete a CMP and record services in TIENET or on a log.*

**Do I record the time spent writing the IEP, the IEP meeting, and developing goals?** Yes, as long as there are Medicaid related services within the IEP. Below are activities specifically cited in the Medicaid Manual:

*...Development of a specific care plan for the child, [such as the services page of the IEP] that included the following:*

- o Specifies the goals and actions to address the medical, social, educational and other services needed by the individual.*
- o ...ensuring the active participation of the individual (or the authorized healthcare decision maker) and others to develop these goals...*

**How do I write a note for the IEP meeting?** *Notes need to be specific to the event and include outcomes. For example, "... The team met with parent to develop/finalize student care plan; discussed the goals and objectives for counseling, OT, speech, [list other Medicaid services]*

**What about consulting with a behavior specialist?** *The need for a behavior specialist must be documented in an evaluation by a licensed mental health professional. The IEP must state the need for services/consultations by a behavior specialist. Only then is a consultation/coordination with a behavior specialist a case management event.*

**Does case management include consulting with Vision and Orientation / Mobility specialists?** *Yes, as long as the consultation refers back to services listed in the IEP or the development of services for the IEP.*

## What are Case Management Services?

The Definition in the August 2010 RI Medicaid Manual for School-Based Services:

*Services furnished to assist individuals, eligible under the State Plan who reside in a community setting or are transitioning to a community setting, in gaining access to needed medical, social, education, and other services... (page 56)*

**Special Educators as Case Managers:** The full definition of the case management services are on pages 56-59 of the manual. Below is a section from the manual that clearly outlines a set of activities that is easily understood by school based case managers. *Please have case managers record services wherever and whenever they conduct these activities for IEP students:*

According to 42 CFR 440.169(d), the services that case managers provide that are eligible for Federal matching funds include:

- (1) Comprehensive and periodic reassessment of individual needs to determine the need for any medical, educational, social, or other services, [for example]
  - ... (ii) Identifying the needs of the individual and completing related documentation
  - (iii) Gathering information from other sources, such as family members, medical providers [OTs, PTs, Speech], social workers, and educators... to form a complete assessment of the [student]. (page 56)
- (2) Development (and periodic revision) of specific care plan [service plan of the IEP] ...that includes the following:
  - i. Specifies the goals and actions to address the medical, social, educational and other services needed by the individual.
  - ii. ...ensuring the active participation of the individual (or the authorized healthcare decision maker) and others to develop these goals.
  - iii. Identifies a course of action [the Case Management Plan] to respond to the assessed needs of the individual. (page 56-57)
- (3) Referral and related activities (such as scheduling appointments for the individual) to help the individual obtain needed services, including activities that help link the individual with medical, social, and educational providers... to address the identified needs and achieve goals specified in the care plan [IEP] (page 57).

(4) Monitoring and follow-up activities, including activities and contacts that are necessary to ensure that the care plan is effectively implemented and adequately addresses the needs of the eligible individual, family members, service providers, or other entities or individuals and conducted as frequently as necessary, and including **at least one annual monitoring**, to help determine whether the following conditions are met:

- (i) Services are being furnished in accordance with the individual's care plan [IEP]
- (ii) Services in the care pan are adequate
- (iii) There are changes in the needs or status of the eligible individual. Monitoring and follow-up activities include making necessary adjustments in the care plan and service arrangements with providers. (page 57)

**DOCUMENTATION:** Claims need to include name of student, date of service, length of service, name of case manager, and the nature of the service. To satisfy the documentation requirements the following forms need to be completed:

RI Medicaid Program requires case management to be listed in student's IEP (page 58).

**Case Management Plan (Please see required elements included):** This is a plan that outlines the action steps a designated case manger works through to ensure the students receives the services identified in the care plan. This document is maintained in the student's file and does not need to be forwarded to CompuClaim.

**This plan is a DHS Medicaid requirement to bill the case management claim type.**

**Case Management Log (Please see required elements included):** This document records the events and encounters that support the action steps.