# Proposed Targeted Case Management Model

### **Background on the transition to Conflict-Free Case Management**

As required in the Senate Enrolled Act 82, 2013, the Behavioral Health Division must transition the current case management system to a conflict-free case management system. In evaluating all of the options for making this change and with stakeholder involvement, **the Division is adopting Targeted Case Management (TCM) agency model through the Medicaid State Plan**. The Division is developing a Medicaid state plan amendment, which identifies the provider qualifications, agency type and regional requirements for a provider to become certified to provide this service. The Division will also change current regulations to specify how the targeted case management system will prohibit any conflicts of interest and ensure choice of case manager and provider. The State plan amendment will be submitted to CMS in Fall 2013.

**Timeline:** Due to the time it will take to complete the state plan amendment, implement new regulations, and enroll providers for statewide coverage, the Division plans a start date of July 1, 2014 to begin transitioning participants to new case managers under TCM agencies. Transitions will be complete by June 30, 2015. For any gaps in case management services that a participant may experience due to a case manager or provider going out of business or giving termination notice, the Division will expand the role of the Xerox CQS contract to provide case management services to those individuals until a case management entity is chosen or assigned. Case management as a waiver service will be phased out over year 2 of the waiver cycles (end date of June 30, 2015).

The TCM Agency and Case Manager Qualifications and Exclusions proposed are described in the next section.

## TCM PROVIDER AGENCY QUALIFICATIONS

An Agency who wants to be certified to provide Targeted Case Management services must:

- Be enrolled as active Medicaid provider.
- Hire at least two qualified case managers as employees under the control of the organization in order to submit an application and be certified as a BHD-certified provider agency of Case Management services
- Require initially and annually, that each case manager obtain proof of competency demonstrated through successful completion of any BHD-approved Case Management training curriculum.
- Ensure that criminal background checks are conducted for every employee/partner hired or associated with the certified Case Management agency including monthly checks of each employee on the Office of Inspector General website
- Agree to serve the entire designated region for which they are certified.
- Meet all qualification and exclusions as specified below if they elect to provide services in multiple regions.
- Serve the entire region in which they are certified.
- Comply with and ensure ongoing compliance with applicable Medicaid Rules, Waiver Provider Manual, BHD policies, bulletins and/or guidance.

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## **CASE MANAGER QUALIFICATIONS**

### 1. Current case managers

Prior to July 1, 2015, current certified waiver case managers may be employed by a Targeted Case Management agency as long as the following qualifications/criteria are met:

### The case manager must have:

- An Associate's degree from an accredited college or university and four (4) years of full-time work experience in a human services field;
- A minimum of 60 credit hours from an accredited college or university with a minimum of completed coursework of 24 semester hours or 36 quarter hours in one or a combination of human service field specialties as identified below in the next section, four (4) years of full-time work experience in a human services field.

**Verification.** The case manager must submit official college transcripts and include a professional contact who can confirm work experience.

**Not able to meet these standards.** If a case manager <u>cannot</u> meet these minimum qualifications, the case manager must:

- Submit to the BHD his/her official college transcripts, and
- A letter describing years of full time experience, and
- The name of a professional contact who can confirm work experience.

BHD will make final approval decisions based on the information provided.

**Exceptions may be granted.** For any current case manager not meeting the minimum educational requirements and receives BHD approval, the case manager must show proof of enrollment in college coursework to fulfill the requirements within two years of hire. All educational requirements shall be fulfilled within 24 months of hire.

## 2. Future case managers (not currently certified)

As of July 1, 2014 when the new TCM agencies will be enrolled and operating, individuals who want to become a certified Case Manager must meet the following qualifications.

#### The Individual must have:

or

- A Bachelor's degree in the ID/DD field or one of the following related fields from an accredited college or university <u>and</u> one (1) year full-time work experience in one human services fields:
  - a) Counseling
  - b) Education
  - c) Gerontology
  - d) Human Services
  - e) Nursing

- f) Psychology
- g) Rehabilitation
- h) Social Work
- i) Sociology, or
- j) A related degree, as approved by BHD
- A Master's degree from an accredited college or university in one of the related fields listed above.
- An Associate's degree in a related field as described above and four (4) years of full-time work experience in a human services field.

**Verification**. Along with a case manager application, the individual must submit official college transcripts and include a professional contact who can confirm work experience.

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**conflict of interest** n. a situation in which a person has a duty to more than one person or organization, but cannot do justice to the actual or potentially adverse interests of both parties. This includes when an individual's personal interests or concerns are inconsistent with the best for a customer, or when a public official's personal interests are contrary to his/her loyalty to public business.

http://legal-dictionary.thefreedictionary.com/conflict+of+interest

#### **Exclusions**

In order for a case manager to have the authority to develop, implement, and monitor plans of care in the best interests of the participant, the case manager must not have a conflict of interest. To address conflicts of interest, the Division is implementing the following exclusions for the new Targeted Case Management Agency Model.

- 1. The Case Management Agency and/or any employee of the agency may not own, operate or be employed with another waiver service agency, nor may the Case Management Agency officers or employees be a certified provider of any other waiver service.
- **2.** The Case Management Agency may not provide case management services to any participant that receives waiver services from a waiver provider that is related by blood or marriage to either the owner, officer, board member or employee of the Case Management agency. (*Relation meaning biological or adoptive parent, stepparent, sibling, aunt, uncle, grandparent, first cousin, in-law, or step-family member)*
- **3.** The Case Management Agency, its officers, and/or any employees of the agency may not have an interest in any entity listed in Title 17 of Wyoming Statutes, if the interest would meet the definition of conflict of interest above.
- **4.** There may be no financial relationship between the referring Case Management Agency, its employees or the provider of other waiver services.
- **5.** An owner, officer, board member, or employed case manager of the Case Management Agency may not:
  - **a)** Be related by blood or marriage to the participant or the participant's guardian and/or legal representative (relation meaning biological or adoptive parent, stepparent, sibling, aunt, uncle, grandparent, first cousin, in-law, or step-family member);
  - **b)** Be employed by the same Case Management Agency from which his/her child or relative receives case management services;
  - **c)** Be related by blood or marriage to any certified waiver provider of the participant who receives case management services through that agency;
  - **d)** Be financially responsible for the participant including but not limited to guardians, representative payees, power of attorneys, or as defined by BHD;
  - **e)** Be authorized to make financial or health-related decisions on behalf of the participant;
  - **f)** Work in and/or lease a space in a facility owned or operated by a provider of other waiver services;
  - **g)** Live in the same residence as the participant in which they provide case management services, nor live in the same residence of any provider on a participant's plan in which they provide case management services;
  - **h)** Work for an agency that has a current contract with the Behavioral Health Division, Developmental Disabilities Section: or
  - i) Be an approved provider or employee through self-directed services.