Frequently Asked Questions

1. I am a current case manager for the DD waivers. How do I know if I will qualify as a case manager once there is a change to Targeted Case Management?

Answer: The qualification requirements are posted to the Division's website (*above*) and will be reviewed during the case management training at the end of September. In most cases, current case managers will meet the qualification requirements.

2. I want to form a TCM agency. What will be the requirements for this?

Answer: The criteria for Targeted Case Management Agencies has been posted above and the Division will take public comment on the proposed model through September 23, 2013.

3. Will the current rate be the same once the system changes to Targeted Case Management and will it still be a monthly unit with a minimum of 2 hours in which to bill?

Answer: The rate has not yet been determined. The unit will be changed to a 15 minute unit for billing. Further information on what will be required to bill will be provided at a future date.

4. How will I be assured that I will be hired by a TCM agency?

Answer: It will be up to the TCM agency to hire case managers based on their own policies and/or employment requirements. The Division will not have a role in those decisions.

5. Is case management still going to be required since it won't be a waiver service?

Answer: Yes, it will still be a required service for all waiver participants, but it will become a service on the Medicaid State Plan instead of the waiver.

6. Will I be able to bring the participants on my caseload with me when I am hired by a TCM agency?

Answer: The current process for case management changes will still be in place. You will need to work with your Participant Support Specialist to ensure choice of case managers has been offered and that you do not have a conflict of interest with the participant being served.

7. Where will TCM agencies be located?

Answer: Targeted Case Management agencies will provide services in regions. The counties that comprise each region have been determined and are posted to the Division's website.

8. I am currently certified as a case manager, but I only have 48 credit hours of education. Will I no longer qualify to be a case manager?

Answer: All current case managers who lack the 60 credit hours of education required will have up to 24 months after being hired by a TCM agency in which to complete the additional course work required. Please see the Qualifications document for information regarding this exception process.