

## FOOTHILLS GATEWAY, INC.

### Case Management Monitoring (Comprehensive, SLS, CES)

#### **POLICY:**

It is the policy of Foothills Gateway, Inc. to execute Case Management services according to the Division for Intellectual and Developmental Disabilities (DIDD) rules and regulations.

#### **PURPOSE:**

Foothills Gateway, Inc. will monitor services and supports for individual in services per DIDD and Health Care Policy and Financing (HCPF) rules and regulations. The frequency and level of monitoring shall meet the guidelines of the program in which the person is enrolled. At a minimum monitoring shall include for each person to assure:

1. The delivery and quality of services and supports identified in the Service Plan (SP), and the prior authorization request (PAR).
2. The health, safety and welfare of the individuals.
3. The Community Centered Board (CCB), and service agency practices promote a person's ability to engage in self-determination, self-representation, self-advocacy and person centered planning.

#### **PROCEDURE:**

- **Targeted Case Management requirements will be met for all individuals enrolled in Medicaid waiver services.**
  1. Face-to-face contacts quarterly, at a minimum
  2. Documented contact every month
- **Case Managers will:**
  1. At a minimum complete two visits in the home situation, per year.
    - \* When informed of a change of address, the Case Manager will visit all homes within 45 days.
  2. Complete at least two visits per year at the work/day situation.
  3. Use the Person Centered Monitoring Guidelines when completing a home visit.
- **All visits in the home and day/work situations will be documented.**
  1. The Comprehensive or SLS home-visit checklist form will be completed for each home visit.
  2. The day/work checklist form will be completed for each work and day activity visit.
  3. All visits with the individual will be documented in the Case Management Service Plan database (home, work, day and community setting) by the DRCD Resource Technician.

4. Visits will be documented in Log Notes in the Benefits Utilization System (BUS).
  5. The Department of Resource Coordination and Development (DRCD) Administrative Assistant will distribute all checklists to appropriate Program Approved Service Agency (PASA) Directors for follow-up.
- **The Case Manager will identify if follow-up is needed and who is responsible.**
    1. The Case Manager will refer to the SP to identify who is responsible for follow-up.
    2. The Case Manager will have the DRCD Data Tech identify in the SP database concerns and follow-up needed. The Case Manager will assure follow-up is completed.
  - **The Case Manager will document when follow-up is complete**
    1. When an assigned follow-up has been completed, the PASAs will submit the follow-up form to the Case Manager.
    2. The Case Manager will have the DRCD Data Tech document that the follow-up is complete and assure the date of the follow-up is in the Case Management SP database.
  - **The DRCD Data Technician will compile the visit and follow-up data**
    1. Home, day/work visits and follow-up needed reports will be completed quarterly.
    2. Reports will be distributed to PASA Directors quarterly.

### **Plan of Correction Monitoring –**

- **CM Coordinators will obtain copies of any Plan of Correction (POC) for PASAs working with individual supported by FGI Case Management.**
- **CM Coordinators will:**
  1. Distribute to POC to Case Managers working with the PASA.
- **Case Mangers will:**
  1. Review POC
  2. Assure identified follow-up is completed within timelines listed on POC.
  3. Email CM Coordinators with follow-up of any concerns.
- **CM Coordinators will meet with PASA Directors to discuss additional follow up that may be needed.**

6/03. . . . 6/13; 1/14; 7/15