

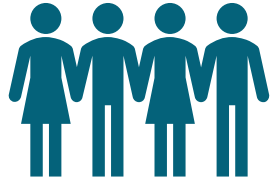
CASE MANAGEMENT UPDATES

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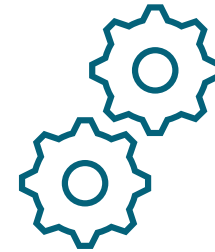
Goals of Hope and Opportunities in Many Environments (HOME)



**Supporting fair
access to
services**



**Using high
quality services
that are shown
to help people**



**Building effective
systems that work
together**

Changes to Case Management



**Standardize
Training**



**Implement Case
Management
Ratios**

Standardized Training

Changes to Case Management Training

- ▶ Development of Case Management Certification
- ▶ Development of Case Management Refresher
- ▶ Expected Outcomes
 - Improve the consistency of quality case management
 - Ensure all case managers have fundamental knowledge, skills, and abilities to perform their job



Key Competencies Identified

Case managers must develop familiarity with and understanding of:

- ▶ Roles and responsibilities of case managers
- ▶ Medicaid processes and covered services
- ▶ Community-based services and resources
- ▶ Iowa's HCBS waivers
- ▶ Iowa's consumer directed options
- ▶ Sub-population specific needs, challenges, and resources
- ▶ Transition-specific resources for people moving from facilities to the community
- ▶ Procedures to transition members between providers and service settings
- ▶ Steps involved when a child transitions to adult services
- ▶ Federal and state documentation requirements, including for care plans
- ▶ Mandatory reporting requirements
- ▶ Ethical considerations for working with vulnerable populations
- ▶ Procedures to escalate issues to HHS
- ▶ ADA and Olmstead requirements, including community integrated philosophy

Key Competencies Identified Continued

Case managers must learn and practice:

- ▶ Person-centered practices, including person-centered care planning and implementation
- ▶ Basic counseling, including trauma informed care, cultural competency, and motivational interviewing
- ▶ Building and maintaining relationships between members and their care teams
- ▶ Building and maintaining relationships with service providers
- ▶ Assessing provider quality and access
- ▶ Advocating for members
- ▶ De-escalating conflicts
- ▶ Crisis prevention, planning, and response.
- ▶ Completing critical incident reports
- ▶ Prioritizing competing demands
- ▶ Identifying appropriate and effective services
- ▶ Helping members to connect to needed services and supports
- ▶ Coordinating care with clinical care teams
- ▶ Conducting environmental assessments

Key Competencies Identified Continued

Case managers must be able to:

- ▶ Be professional at all times
- ▶ Be accountable and responsive to members and their care teams
- ▶ Be reliable and follow through on agreed upon actions
- ▶ Set and maintain boundaries with members
- ▶ Create work-life balance
- ▶ Maintain their safety in the field

Case Management Certification

- ▶ Required within the first 6 months of hire date
- ▶ Topics of modules:
 - Medicaid
 - Working with Individuals Utilizing Waiver
 - Technical Skills and Compliance
 - Transitions Between Settings
 - Dealing with Emergencies
 - Sub-population Specific Knowledge

Case Management Refresher

- ▶ Required annually
- ▶ Review of specific content within the modules:
 - Adopting a Trauma-Informed Lens
 - Person-Centered Planning
 - Service Documentation and Service Monitoring
 - Incident Reporting
 - Crisis Planning and Response
 - Facility Diversion

Case Management Ratios

Goals and Drivers of Implementing Ratios

- ▶ Promote relationship building
- ▶ Increase overall time case managers spend with individuals
- ▶ Align with Waiver Redesign priorities



Case Management Ratios Implementation

- ▶ Managed Care Organizations are expected to maintain a 1 to 45 statewide average case load by 1/1/2025.
- ▶ Increased face to face expectations for specific sub-populations and new members.
- ▶ Robust reporting to increase oversight of case management activities and outcomes.



Questions

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Health and
Human Services