

Face-to-face cadence for members new to waiver/program or case management/
targeted case management

Population	Month 1	Month 2	Month 3	After First 3 months	After 12 months
BI	Monthly	Monthly	Monthly	Quarterly	Quarterly
BI + ID/DD	Monthly	Monthly	Monthly	Every other month	Every other month
HD	Monthly	Monthly	Monthly	Quarterly	Quarterly
HD + ID/DD	Monthly	Monthly	Monthly	Every other month	Every other month
ID	Monthly	Monthly	Monthly	Every other month	Every other month
AIDS/HIV	Monthly	Monthly	Monthly	Quarterly	Quarterly
AIDS/HIV + ID/DD	Monthly	Monthly	Monthly	Every other month	Every other month
PD	Monthly	Monthly	Monthly	Quarterly	Quarterly
PD + ID/DD	Monthly	Monthly	Monthly	Every other month	Every other month
CMH	Monthly	Monthly	Monthly	Quarterly	Quarterly
CMH + ID/DD	Monthly	Monthly	Monthly	Every other month	Every other month
Elderly	Monthly	Monthly	Monthly	Quarterly	Quarterly
Elderly + ID/DD	Monthly	Monthly	Monthly	Every other month	Every other month
HAB	Monthly	Monthly	Monthly	Quarterly	Quarterly
HAB + ID/DD	Monthly	Monthly	Monthly	Every other month	Every other month
HAB under age 18 & residential services outside of the family home	Monthly	Monthly	Monthly	Every other month	Every other month
Any LTSS member who transition to the community from the hospital or facility setting	Within 2 days of move & then every 2 weeks	Every 2 weeks	Monthly	Monthly	Quarterly OR every other month if ID/DD OR on any waiver and also has a diagnosis of ID/DD.
Any MH/SUD member who transitions to the community from the hospital or facility setting	Within 2 days of move & then every 2 weeks	Every 2 weeks	Monthly	Monthly	Quarterly OR every other month if ID/DD OR on any waiver and also has a diagnosis of ID/DD.

These are **minimum** face to face expectations; a member is expected to receive face to face contacts more frequently based on individual needs.

Abbreviation	Program / Description
AIDS/HIV	AIDS/HIV Waiver
AIDS/HIV + ID/DD	AIDS/HIV Waiver with a diagnosis of ID/DD
BI	Brain Injury Waiver
BI + ID/DD	Brain Injury Waiver with a diagnosis of ID/DD
CMH	Children's Mental Health Waiver
CMH + ID/DD	CMH Waiver with a diagnosis of ID/DD
Elderly	Elderly Waiver
Elderly & ID/DD	Elderly Waiver with a diagnosis of ID/DD
HAB	Habilitation program
HAB + ID/DD	Habilitation program with a diagnosis of ID/DD
HD	Health & Disability Waiver
HD + ID/DD	Health & Disability Waiver with a diagnosis of ID/DD
ID	Intellectual Disability Waiver
LTSS	Long Term Services & Supports
MH/SUD	Mental Health / Substance Use Disorder
PD	Physical Disability Waiver
PD + ID/DD	Physical Disability Waiver with a diagnosis of ID/DD

Note: A person on any waiver who also has a diagnosis of ID/DD will follow the face-to-face cadence the same as what is required for ID Waiver participants.