

Conflict Free Case Management Frequently Asked Questions
April 2019

5.

Question: If your agency is certified to provide only Conflict Free Case Management (CFCM) can you bill any other waiver services? Any other services outside of waiver?

Response:

No other IDDW services can be provided by a “Case Management Only Agency”

6.

Question:

Do you know the timeline for the transition time for the Conflict Free Case Management?

Response:

An official transition plan will be in place and is currently being developed. Initial suggestions are within 3 - 6 months of the 7/1/2020 renewals for all 3 of the waiver programs. Another suggestion is for members to transition on or before their anchor dates that occur after 6/30/2020.

Each stakeholder group will provide specific transition recommendations appropriate for specific Waiver groups.

Any new slots would access on July 1, 2020. All members must have Freedom of Choice of all available providers.

Providers cannot broker deals with other agencies to swap members or to send all members to one specific agency. Members will receive notification from BMS regarding their right to choose their own case management agency independent of their other services. A flyer has been posted on the website and KEPRO is now giving out flyers to everyone during their annual assessment to ensure all members are informed of these coming changes.

7.

Question: Is Conflict Free Case Management being implemented in advance of the 2020 waiver?

Response:

A member may voluntarily choose separate agencies to provide Case Management and Direct Care Services. It does not become mandatory until 7/1/2020. New service providers are being encouraged not to provide both case management and residential/direct care services.

8.

Question: Will Licensed CFCM agencies be required to have a behavioral health license and if not, what oversight will be in place to ensure the integrity of the Case management service?

Response:

No, agencies who are certified by the Bureau for Medical Services to provide ONLY Case Management Services will NOT have to have a behavioral health license. According to the new Office of Health Facility Licensure and Certification Behavioral Health regulations (64CSR11) Section 3.10: Case Management of is not considered to be a behavioral health service and according to Section 2.5.1 a program not providing behavioral health services is exempt from needing a license. However, if case management is being provided by an agency providing other behavioral health services it is **not** exempt.

9.

Question: What oversight will be in place for certified Case Management only agencies who will not be required to have a behavioral health license?

Response:

Each agency will go through a rigorous certification process by BMS and the sub-contractor, KEPRO or Bureau of Senior Services. The Independent Case Management Agency will be required to have office hours, a secure place for files, be handicapped accessible, be in WV, etc. Once certified, the CFCM agency will have to register with DCX, the claims payer for the Bureau for Medical Services, which is the same standard as for full-service agencies. Additionally, owners must pass the Criminal Background Checks through WV CARES and Medicaid exclusion lists checks as required by full-service agencies. Once paperwork is completed and the CFCM agency is enrolled with DXC, the agency must register with the Care Connection as required by Full-service agencies and receive rigorous retro reviews every year by either KEPRO or BoSS.