



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

TO: Aged and Disabled Waiver Providers
Intellectual/Developmental Disability Waiver Providers
Traumatic Brain Injury Waiver Providers
Children with Serious Emotional Disorder Providers

FROM: Patricia S. Nisbet, Office Director 3
WVDHHR Bureau for Medical Services
Home and Community Based Services Unit
Behavioral Health and Long-Term Care Unit

DATE: January 25, 2021

RE: Mandated Conflict Free Case Management Training

Effective April 1, 2021, all case managers who are not Licensed Social Workers, Licensed Professional Counselors or Licensed Registered Nurses must be certified to provide case management.

If you employ case managers who are not one of the above exempted licensees, then they must take the free, on-line training to provide billable case management. BMS will allow a grace period of 3 months from April 2, 2021 for all case managers affected by this change to take the mandated training.

The course consists of Topic 1 which has 6 modules and then there are additional Specialty courses that are specific to the ADW or the IDWW or the TBIW programs. These consist of 2 modules each. The case manager must successfully complete Topic 1 and at least one of the additional specialty topics in order to meet the training criteria. The case manager will receive a certificate for Topic 1 and another certificate for the Specialty Topic when they have successfully passed the competency tests for each module.

The case managers are welcome to take the other Specialty courses if they choose.

The training is available in the State of West Virginia's Public Learning Center at the following website: www.onlinelearning.wv.gov/student

We have attached very detailed instruction on how to enroll in the Public LMS Course and these instructions are also available on the following websites:

ADW –

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/ADWProgram/resources/Pages/Conflict-Free-Case-Management-Training.aspx>

IDDW – <https://dhhr.wv.gov/bms/Programs/WaiverPrograms/IDDW/Resources/Pages/Conflict-Free-Case-Management.aspx>

TBIW – <https://dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Resources/Pages/Conflict-Free-Case-Management%20Training.aspx>

CSEDW -

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/CSEDW/Resources/Pages/Conflict-Free-Case-Management%20Training.aspx>

The same trainings are available for CEU credit for LSWs, LPCs and RNs; however, it is not required that these licensees take these courses in order to continue to provide case management for your agency. CEU credit will be available following successful completion of each competency test.

A complete list of the courses available are also on the above websites.