

**TBIW / ADW Conflict Free Case Management Stakeholder Group**

**January 25, 2019**

<p><b>Provider Agency Certification Discussion:</b></p>	<p><b>Provider Agency Certification Discussion continued:</b></p>
<ul style="list-style-type: none"> <li>- Policy reg both services provided by agency. Stop agencies from picking \$\$\$ service only</li> <li>- Encourage agencies to diversify ( example -provide variety of CM services, not just TBI)</li> <li>- A&amp; D \$81 per diem per month = 9.5 units/month</li> <li>- TBI - \$\$8.50 per unit /192 units annually= 16 units/month \$136 month Max</li> <li>- Per diem rate for TBI?</li> <li>- Billable criteria change?</li> <li>- 100% member audit change?</li> <li>- ***Interagency guidelines agreement ***</li> </ul>	<ul style="list-style-type: none"> <li>- Training/education for billing</li> <li>- Paybacks are generally for calculation errors /not non-billable services</li> <li>- Ongoing webinar for CM with crosswalk</li> <li>- CM fact sheet for each billable service</li> <li>- Trickle down issue from QPM</li> <li>- Quarterly CM meeting/training</li> <li>-</li> <li>-</li> </ul>
<p><b>Process to become CMA:</b></p> <ol style="list-style-type: none"> <li>1. Business License Required</li> <li>2. FEIN</li> <li>3. Locked records</li> <li>4. Open 40 hours per week</li> <li>5. Listed phone not pager</li> <li>6. Accessible facilities</li> <li>7. Physical address/building (not home)</li> <li>8. Insurance/malpractice</li> <li>9.</li> </ol>	<p><b>Training/Credentialing for CM:</b></p> <ol style="list-style-type: none"> <li>1. Conflict Free trng 1<sup>st</sup> annual and statement annually thereafter</li> <li>2. Service deliver model training</li> <li>3. Abuse/neglect</li> <li>4. Person Centered Plan and development</li> <li>5. Maintain LSW/RN (scope of practice, code of ethics, less turnover .</li> <li>6. Consider educators? Psychologists?</li> </ol> <p><b>Credentials/Education Training (current) (Future)</b></p> <p><b>CFCM training/Licensure current</b></p> <p>Training on resources available in service area</p>

	<p><b>PP/service plan</b>(including effective teaming/problem solving/<b>current PCP crosswalk available</b>  <b>HIPAA/Abuse/Neglect</b>  <b>Personal Option Service Delivery Model</b>  Read policy manual-have copy of policy manual and signed statement of having read IMS Reporting/ in addition to reporting abuse, CM need to have clear understanding of how IMS process works and their role independent of Service provider.</p> <p>Quarterly CM training? On line modules Working with TBI including available resources  Class for new CM and offered every so often</p> <p>Empathy/advocating  Documentation/paperwork- documentation guidelines between agencies/timelines</p> <p>Personal attendant service  QOL training  Financial eligibility  Assure Personal/Legal Human Rights Perspective</p>
<p><b>Next Steps:</b></p>	<p>-Educational /Outreach next Meeting  -Revisit requiring both services with county map.  Community Outreach to increase provider agencies  Follow up on universal rates  Look at CM TBI role services in manual/claims averages.</p>