

TBIW CFCM Stakeholder Group Meeting Notes

February 8, 2019

- **Welcome and Introductions were completed. Present includes Michelle Pratt, All Ways Caring; David Wilson, CCIL; Jennifer Gibson, All Care Home and Community Based Services ,Inc; Teresa McDonald, BMS; Barb Recknagel, KEPRO; Liz Bragg, BMS**

Barbara presented claims data including current distribution of CM agencies as well as claims data for group to review. Upon discussion, providers indicate there are services that are provided which are not billed by CM agency in process of providing quality CM Services. However, not documenting a service as provided leads to decrease of units available based on historical utilization.

On average CM are billing 8 units per month based on 6 months of claims data

Discussion of requiring agencies be provide both CM and PAA was discussed and it was determined this could not be required.

Reviewed previously completed strategic planning sessions and began working on next steps. It is difficult to project what will be happening .

Education and Outreach is needed to communicate with members and provider agencies about the pending changes of Conflict Free Case Management. Agencies can provide both CM and PAA however not for the same person.

Discussed/brainstormed outreach training for Case Managers, developing a script.

The flyer will be distributed to all members and families as well as the provider agencies. Liz will be available for questions, phone calls and/or emails.

FAQ's will begin to be collected.

Information relating to CFCM will be made available on BMS webpage , specifically under CFCM (Conflict Free Case Management.)