

Conflict Free Case Management Frequently Asked Questions June 2019

16.

Question:

What specific ideas or plans are in process to ease the transition for current agencies? Issues such as detailed MOUs that would address transfer deals of clients between agencies, required timelines for communication, documentation, etc., requirements of the service provider agency vs. the case management agency?

Response:

Each Stakeholder group has discussed need for a smooth transition moving into the 2020 Waiver renewal. CFCM FAQ # 3 addresses transitioning as recommended by stakeholder groups. Examples of Interagency Agreements and/or Memorandum of Understanding are being reviewed. Most importantly, the individual's Person-Centered Treatment plan will include required details of timelines for communication, documentation, responsibilities of each provider as developed/ driven within the Person-Centered Treatment planning process.

17.

Question:

Is there any thought or discussion about increased rates for case management?

Response:

Rates for ADW were recently raised, but there is no discussion at this time about raising them further or raising the TBIW and IDDW case management rates., both of which are \$38.80 per hour.

18.

Question:

Will current Case Managers be grandfathered in or have to go through the new training curriculum as well?

Response:

A SC curriculum is being developed. If it is not available by 7/1/20, then current Service Coordinators will be grandfathered in. After it is available, then the Case Manager can be a licensed social worker in WV or receive certification through the Case Management curriculum. The curriculum will be free and offered on-line in modules. There will be a main CM certification then an add-on module for each type of waiver program (IDDW, ADW, TBIW, CSEDW).

19.

Question:

What can and cannot be provided to an individual from an agency? Specifically, agencies that provide multiple waivers and services such as IDDW, ADW, TBI as well as Personal Care. Can an individual receive case management for IDDW and Personal Care direct care from the same agency? What about contracted therapy services? Can a case management agency also provide contracted OT, PT, ST or DT to an individual?

Response:

The CFCM agency can provide Case Management only for the individual waiver participant. All other services, including personal care, contracted therapy services for the individual which they are providing case management for must be provided by a different provider agency

20.

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:

As previously answered in **CFCM FAQ # 8**, no, agencies who are certified by the Bureau for Medical Services to provide only Conflict Free 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 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 and would require licensing review and approval. The oversight of the Conflict Free Case Management agency in place to ensure the integrity of the Conflict Free Case Management service will be as described in **CFCM FAQ # 9**

21.

Question:

Please clarify, in that the requirements of the Waiver program do not match the definition of case management in the new OHFLAC regs they reference, but match the definition of service coordination, are the duties going to be changed in the new manual to meet the description in OHFLAC rule?

Response:

The WV Waiver will only pay for case management not service coordination after the transition period to case management. If an agency is only providing case management then they do not have to be licensed through OHFLAC. If an agency is providing other behavioral health services, then they must be licensed by OHFLAC. The Behavioral Health Regulations will be updated at the first opportunity to reflect these semantics.
