

# Traumatic Brain Injury Waiver (TBIW) Update

## Moving Forward on July 1, 2020

With the 2020 Traumatic Brain Injury Waiver (TBIW) manual renewal, TBIW participants will begin receiving case management services from one agency and direct services (Personal Attendant) from a separate agency. This is known as Conflict-Free Case Management (CFCM).

### What does this mean for you?

- There will be no interruption in the participant's services.
- Participants will continue to have a choice of case management agency.
- Participants will continue to have a choice of personal attendant
- Participant services will need to be provided by separate agencies.
- Participant services will still be determined with a Person-Centered Planning process.

The West Virginia Department of Health and Human Resources' Bureau for Medical Services (BMS) has initiated a TBIW Stakeholder Group. This group is currently meeting monthly in order to seek input from primary stakeholders in the evaluation of the current infrastructure to identify existing policies and procedures that are the building blocks for a quality CFCM system and to establish ongoing monitoring of performance measures.

### We value your input!

For additional information please visit our website (<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/CFCM/Pages/default.aspx>) or contact Liz Bragg at [Elizabeth.L.Bragg@wv.gov](mailto:Elizabeth.L.Bragg@wv.gov) or **304-356-4856**.

## Conflict-Free Case Management (CFCM)

Case managers are an integral part of communities advocating with families, seniors and persons with disabilities.

The Centers for Medicare and Medicaid Services (CMS) highlights three potential areas for conflict of interest to exist in case management if the case manager is not independent of the direct services agency:

**Assessment:** The case manager may have an incentive to assess for more or fewer services than the individual needs.

**Financial interest:** The case manager may be interested in a service plan that retains the individual as a person for their agency rather than one that assists with independence. The case manager may not suggest outside providers due to concerns over lost revenue.

**Convenience:** The case manager or service provider may develop a service plan that is convenient or cost-efficient for the provider agency instead of a plan that is person-centered.

*These above noted areas highlight why case management and direct service provision must be separated .*