

Case Management Services Goals and Outcomes

Recipient Goals/Outcomes

- The recipient must be the center of our care instead of having case management done on a program specific basis.
- The recipient will have timely and uncomplicated access to care via “no wrong door” policy.

Case Manager Goals/Outcomes

- Increase quality and continuity of care of recipients through effective and efficient case management including simplifying and eliminating ineffective administrative processes where allowed by regulations.
- Implement client specific outcomes which address all identified needs.
- Decrease ‘silo’ case management
- Maintain disability/need specific expertise of the case manager.
- Case managers shall receive training to promote the highest quality possible and to insure the prevention of substandard service delivery.
- Develop professional standards for case managers.

System Goals/Outcomes

- Simplify the maze of the various types of case management services and systems for families and recipients.
- Eliminate duplication of functions and increase coordination/integration across case management functions to eliminate unnecessary use of Medicaid and other publicly funded services.
- Reduce costs or potential cost increases in the various covered benefit categories of Medicaid
- Support the development of interoperable medical record systems that support collaboration across the continuum of care.
- Assure full compliance with federal Medicaid rules and coordination with programs like Part C of IDEA or Title V and other DHHS funding such as block grants and state appropriations to ensure maximization of funding sources.
- Develop a payment structure promotes the desired goals and outcomes listed above.