

Case Management Services Stakeholder's Meeting July 8, 2009

On July 8, 2009, the Division of Medical Assistance facilitated a public forum regarding the proposed legislation to restructure case management services. The purpose of the meeting was to inform interested parties of the legislation and to allow attendees to voice any concerns or issues. There were 318 stakeholders present.

Dr. Craigan Gray, State Medicaid Director, provided the opening remarks.

Ms. Tara Larson, Chief Clinical Operating Officer with the Division of Medical Assistance, discussed with the group the expected goals and outcomes of the legislation. She also provided information regarding the Division's steps thus far in addressing these goals and what the futures phases look like. This information can be found on the attached presentation.

During the open forum, thirty-three attendees addressed the audience regarding their concerns, ideas, and potential issues. Denoted below are some of the recurring topics referenced by the speakers.

- **Steering Committee** – appoint provider representation to the steering committee.
- **Communication** – develop avenues for communicating discussions and decisions timely with providers.
- **Training** – develop and provide training. This must be a major component in order to eliminate 'silos'.
- **Person Centered** –keep the family and the person as the focus of decision making.
- **Definition** – develop and provide a clear definition of case management and care coordination
- **Rural/Urban** – consider the difference in the client needs and resources available between rural and urban areas of the state.
- **Specialty Case Management Services** – consider the need for continued specialty case management services.
- **Administrative Duties** – reduce paperwork and other requirements that don't improve outcomes for recipients.
- **Outcomes** – establish outcomes for case management in order to determine if quality is happening and if case management services makes a difference.

Dr Gray and Ms Larson provided the wrap up and closing remarks.