

# Case Management Services

Steering Committee

August 11, 2009

Minutes

**Attendees:**

Boyette	Karen	Larson	Tara	Williams	Adeline
Burrow	Kenny	Lea	Sabrina	Williams	Dennis
Carroll	Deborah	Leon	Vivian	Zechman	Eric
Carter	Christina	Levis	Denise	Williams	Adeline
Clay	Jane	Marple	Donna	Williams	Dennis
Cockerham	Jennifer	McTavish	Lea Anne	Zechman	Eric
Crosbie	Kelly	Merrill	Suzanne	Scott Robbins	Starleen
Foster	Norman	Moore	Lisa	Balak	Peggy
Haskins Simmons	Julia	Osborne	Susan	Piezzo	Teresa
Hedrick	Bob	Richard	Dave	Fisher	Louise
Holcomb	Angela	Rouse	John	Jackson	Charles
Holliday	Joe	Smiley	Amy	Gray	Craig
Howard	Michael	Suggs	Angela		
Jarrard	Jim	Tant	Carol		
Johnson	Susan	Waddle	Fred		
Jones	Shannon	Warren	Nancy		
Kelley	Kevin	Watson	Alene		

<b>Minutes</b>	<p>Tara Larson, DMA's Chief Clinical Operating Officer, led the meeting.</p> <p><b>Data Discussion</b>          Asked if there were any questions regarding the data that was provided at last week's meeting. The budget is based on paid claims and the duplication data is based on dates of service. The duplication data is not exact. It is just a snap shoot to be used as an indicator for seeing where overlaps are occurring.</p> <p><b>Case/Care Management Subcommittee Deliverable</b>          The revisions to the deliverable were reviewed with the committee. A few bullets were reworded and it was decided to add a definition for care coordination under case management. The revised document has been posted to the webpage.</p> <p>There was discussion on use of best practices and protocols and the use of differentiated rates which could be based on areas such as paying for quality of care and outcomes, or paying a case rate instead of by unit, or paying a flat rate and expecting the client's needs to be met for that rate.</p> <p>Now that the committee has reached agreement on the definitions, these definitions will be the focus of any future State Plan Amendments (SPA) and policy revisions that address case management.</p> <p><b>HIV Update</b>          Due to legislative mandate, HIV case management is not a part of this project, however, DMA is updating the SPA to resubmit to CMS which shall address utilization, provider qualifications, and other areas to reduce expenditures and increase quality. This information will be shared with this committee.</p>
----------------	--

	<p><b>Administrative Wish List</b>  The following issues were discussed:</p> <ul style="list-style-type: none"> <li>➤ Provider qualifications</li> <li>➤ Authorization process</li> <li>➤ Documentation requirements</li> <li>➤ Limitation of services</li> <li>➤ Use of technology to reduce documentation and time requirements</li> <li>➤ Training requirements</li> <li>➤ Legal liabilities</li> </ul> <p>It was asked whether there was any way a person could keep the same case manager forever regardless of the program.</p> <p><b>Specialty Case Managers</b>  This was only touched upon. It was pointed out the when looking at the staffing qualifications, our most complex children do not require the most qualified case manager to work with them.</p>	
<b>Assignments</b>	<ul style="list-style-type: none"> <li>■ By noon on August 14, send the following to Debbie: <ul style="list-style-type: none"> <li>❖ Administrative policies and procedures that do not add value.</li> <li>❖ Rules, legislation, laws that create barriers to meeting the new goals/outcomes</li> <li>❖ Data your agency collects on a routine basis on case mgmt.</li> <li>❖ Any certifications or accreditations required for case managers (individual or agency.)</li> </ul> </li> <li>■ DMA to provide at next meeting existing case manager provider qualifications and functions.</li> <li>■ DMA to provide DPH the dataset used to run the Steering Committee data reports.</li> <li>■ September 1 – draft report due to legislature</li> </ul>	
<b>Parking Lot</b>	<ul style="list-style-type: none"> <li>■ Quality of case manager</li> <li>■ Provider requirements</li> <li>■ Family education</li> <li>■ Rule modifications</li> <li>■ Specialty case management</li> <li>■ What does person centered look like for case management?</li> <li>■ Which services will require National Accreditation or National Standards of Care</li> <li>■ Review of data that is currently being collected.</li> <li>■ Staff qualifications – degreed vs. nondegreed</li> <li>■ Different tracks to achieve desired outcomes</li> <li>■ What does it take to get into a program?</li> </ul>	
<b>Next Meeting and Agenda</b>	<p>Wednesday, August 19  9:00-12:00  Room 297 Kirby  Conference Line  1-866-751-5726  Room Code: *5323665*</p>	<p>August 19 Agenda</p> <ul style="list-style-type: none"> <li>■ Administrative efficiencies</li> <li>■ Grid – provider qualifications and case manager functions</li> <li>■ What data is out there and how can we use it?</li> <li>■ Certification and accreditation requirements today</li> <li>■ Specialized Case Management</li> </ul>