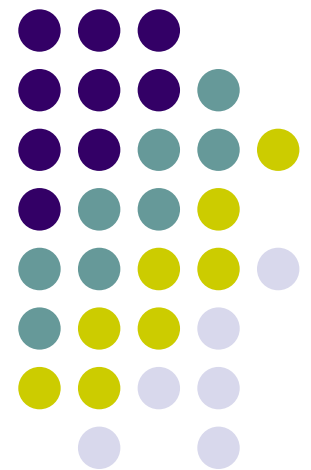


Case Management Services

Stakeholder's Meeting
June 8, 2009





Objectives of Meeting

- Review legislation
- Discuss budget reductions
- Goals and Outcomes
- DMA Initial Steps
- Futures Phases
- Stakeholder feedback on potential issues and risks



Legislation

- Legislation requires the Department to develop a plan for the restructuring case management services.
- The proposed state budget reduces Medicaid case management funding by \$53,730,905 in state dollars for SFY 09-10.
- Actual savings must be \$153,516,871.
- Recent legislative Performance review also heightens the need for all services to be truly medically justified and documented as needed.
- Savings are based upon an effective date of October 1, 2009.



Goals and Outcomes

- The recipient must be the center of our care instead of having case management done on a program specific basis.
- Simplify the maze of the various types of case management services for families and recipients
- Increase quality and continuity of care of recipients through effective and efficient case management
- Decrease 'silo' case management
- Eliminate duplication of functions
- Reduce costs in the various covered benefit categories of Medicaid



Initial Steps – Phase 1

- Begun gathering and reviewing data regarding where case management functions are provided and billed.
- Assigned a project manager.
- Created a Steering Committee
 - Meets weekly.
 - Includes representatives from DMA, DPH, DMH/DD/SAS, DSS, DOA, ORH, and DSOHF. Each division will have four positions on the Steering Committee. Each Division will select the 4 members of the steering committee
 - Each Division will also have a process to communicate with and obtain a more broad representation from stakeholders.
- Minutes and draft documents/decisions will be posted to DMA's website.
<http://www.ncdhhs.gov/dma/provider/budgetinitiatives.htm>
- Scheduling an initial stakeholder's meeting.



Future Phases

- Research applicable federal regulations and revise State policy accordingly
- Establish short and long term goals for restructuring case management services
- Define terms and roles of case management, care management and specialty case management
- Standardize case management rules, rates and methodologies
- Eliminate duplication of functions
- Enhance provider and recipient monitoring



Future Phases (cont'd)

- Evaluate entry and continued stay criteria
- Implementation of changes to achieve the goals/objectives
- Ongoing monitoring and assessment of meeting budget reductions
- Target date for plan completion is Sept 1, 2009 which will include specific timelines for overall implementation and operations.



Open Forum

- This meeting is a way for you to express your concerns and issues about the restructuring of case management functions.
- If you have registered to speak, your name will be called and you will have an allotted time to speak.
 - Please limit your comments to issues related about implementation or impact to recipients
 - Issues you want the Steering Committee to address in the plan
 - This is not the place to address the budget reduction-we are not control of the dollar amount. That must be addressed with the General Assembly.