



North Carolina Department of Health and Human Services
Division of Social Services
2407 Mail Service Center • Raleigh, North Carolina 27699-2407

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

February 14, 2007

Dear County Director of Social Services

Attention: Adult and Children Services Supervisors and Program Managers


Subject: Compliance Monitoring for At Risk Case Management Services

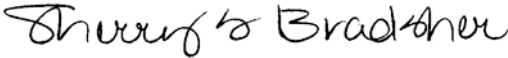
The Division of Social Services, in conjunction with the Division of Aging and Adult Services, issued a Dear County Director letter on July 27, 2005 regarding the development and implementation of a monitoring plan to monitor At-Risk Case Management Services. This was in response to the Centers for Medicare/Medicaid Services (CMS), through the Office of the Inspector General, considering the auditing of Medicaid funded targeted case management programs within North Carolina to ensure those programs were in compliance with federal regulations and were appropriately serving client needs.

Staff from the Divisions of Aging and Adult Services, Social Services, and Medical Assistance, in conjunction with the Department's Office of the Internal Auditor, have been meeting regularly since that time to finalize a plan for this monitoring process. After much delay, we are now ready to implement monitoring for At-Risk Case Management Services. The Child Welfare monitors with the Division of Social Services Family Support and Child Welfare Services Section will monitor At-Risk Case Management Services for children. At-Risk Case Management Services for adults will be monitored by staff from the Adult Services Section of the Division of Aging and Adult Services.

The aggregate results of the monitoring will be reported to the Division of Medical Assistance on a semi-annual basis. This report will represent a broad picture of problems identified, and areas where additional training and consultation are required. The report will establish a baseline to assist in determining level of risk due to inappropriate utilization of ARCM services.

We are including, with this letter, the monitoring plan, tools and instructions. Please share this information with your staff. The [At Risk Case Management policy](#) is posted on the Division of Medical Assistance website. Questions regarding At Risk Case Management monitoring can be directed to Nancy Warren, Division of Aging and Adult Services at (919) 733-3818 or Beverly Daniel, Local Operations and Review Team Leader, Division of Social Services at (919) 733-9461.


Dennis W. Streets, Director
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AFS-02-2007
FSCWS-12-07