

QUALITY ENHANCEMENT TARGETED CASE MANAGEMENT MONITORING

As described in [#9 Guidelines for Targeted Case Management Reviews](#), annually Technical Assistance Coordinators (TAC) review support coordination systems to ensure standards are maintained and other State policies and guidelines are followed concerning the protection of individual health and welfare and other elements of waiver operations.

The TCM Technical Assistance Coordinator will submit a written report of the findings of the review to the TCM Provider, with a copy to the TCM agency file at the Regional Office, within 15 working days of the review using the TCM Provider Summary. The TCM Technical Assistance Coordinator will work with the TCM agency to develop a written action plan to address goals, enhancements, and/or resolution of identified issues within 30 days of receipt of report.

The TCM Technical Assistance Coordinator or designee will enter all achievements, best practices, issues, and the resolution of those issues, gathered from the review, into the Action Plan Tracking System (APTS) database for trending of information. The TCM Technical Assistance Coordinator will be responsible for ensuring that issue(s) have been resolved and the date of the resolution has been entered into APTS.