

QUALITY ENHANCEMENT
TARGETED CASE MANAGEMENT MONITORING

Purpose: To provide monitoring of targeted case management billing and case log notes in order to identify areas that need improvement and to provide staff the support needed to demonstrate increased accuracy.

PROCEDURE:

1. Regional Directors shall designate developmental disability professional (DDP) staff to receive training in targeted case management monitoring.
2. Quality Enhancement Team members and other designated DDP staff who are trained to the same standard in TCM monitoring shall be responsible for training other Regional Office staff.
3. Trained Regional Office TCM monitors shall pull a sample of one full day of logging (all log entries) per support coordinator (formally known as service coordinator) per fiscal year. It is recommended that monitors review days with no greater than six logs per day per support coordinator.
4. The *Targeted Case Management Monitoring* review shall be based on a minimum of one (1) day of logging and shall include an assessment of the case log notes and the billing for that time. If significant issues are found for a specific support coordinator, the trained Regional Office TCM monitor shall expand the sample.
5. If the review indicates that all or any part of the logged time should not have been billed to Medicaid, the reviewer will so note and will request that appropriate staff at the Regional Office follow the proper procedure to correct the billed units and amount. Regional Offices must be able to produce documentation/evidence that adjustments were made if requested. Appropriate feedback must be provided to support coordinators when errors are noted to ensure that staff understands proper logging procedures. When the monitor notes similar errors by several staff, the monitor may also recommend training for all support coordinators at the Regional Office.
6. Regional Offices that have multiple persons completing the monitoring checklist shall appoint one individual as primary contact for this project. This individual will be responsible for ensuring consistency among reviewers, and that timelines are met and appropriate action is taken if concerns are noted.
7. **It is encouraged one-fourth of the sample shall be completed each quarter.**

8. Division of DD Federal Programs Unit staff shall monitor timeliness and quality of information provided through reports run from the TCM database. Regional Offices may also ensure the timeliness and quality of information provided through reports run from the TCM database.
9. Federal Programs and Quality Enhancement staff shall produce and disseminate an annual report each fiscal year called the ***Targeted Case Management Monitoring Annual Report***. This report shall be developed from the central database maintained on DMHONLINE.
10. The Quality Enhancement Team shall review the ***Targeted Case Management Monitoring Annual Report*** and make recommendations to division management regarding methods to improve accuracy of billing.