

## LEARNING THE BASICS

### TCM: INFORMATION FACT SHEET

(This fact sheet is shared with clients and families)

#### **What You Should Know About: Targeted Case Management**

**Case Management Defined:** Case management assists individuals eligible for services from the Division of Developmental Disabilities in accessing comprehensive medical, social, educational, and other specialized services. Case managers employed by the regional office are professionals who are trained in the field of mental health and/or closely related fields. Each individual who applies for services from the regional office is assigned a specific case manager who will become acquainted with the individual, and work with the individual to identify, locate, coordinate and monitor services that meet the individual's distinct needs.

**Detailed Service Delivery Records:** Case managers log all time they spend communicating directly with the individual or a responsible party in person, by telephone or through written correspondence. Also, all time spent by the case manager on the behalf of the individual is recorded, such as travel, telephone calls, letters to providers, case documentation and consultations with other professionals.

**Case Management Services Have a Cost:** Actual costs for case management services are billed to private insurance or Medicaid when such coverage exists, or to the individual or a financially responsible representative when the Department of Mental Health's Standard Means Test has established an ability to pay. The Standard Means Test provides a financial incentive to individuals and families with an ability to pay when the individual lives in their natural home. In such cases, the monthly charge will not exceed one-fourth of the established monthly ability to pay. Case management services billed to private insurance or to Medicaid, are reported on explanation of benefits notices as "Targeted Case Management" services.

**Your Right to Refuse Services:** The Division of Developmental Disabilities believes case management services are vital to providing Missouri citizens with mental retardation and developmental disabilities access to the specialized services they need. However, should you object to receiving case management services, you do have the right to refuse the services and may do so by requesting your case be closed. If you choose to have your case closed, please remember you may request the case be reopened at any time by telephoning the regional office.

**Examples of Case Management Services You May Expect to See Billed:**

*Time the case manager spends:*

- Assisting the individual's family in completing applications and submitting appropriate documentation, arranging meetings, etc., to determine the individual's eligibility for regional office services; Calling a provider to make an appointment or to arrange a specific service; Talking with a responsible party in person or by telephone who is requesting assistance in obtaining services or who wishes to discuss changes in the individual's life, or a crisis situation; Sending letters to the individual, the individual's family, and service providers to schedule a person centered plan (PCP) meeting; Conducting the person centered plan meeting; Visiting the individual in the home, including travel time to and from the home; Reviewing the services the individual receives on a monthly basis and determining if the services continue to meet the individual's need; Writing notes in the individual's case record to document all service needs being met, all service needs not being met and continuing efforts made to meet those needs, changes in an individual's needs, etc.; and
- Completing forms, and documenting the individual's record when the individual's case is closed.

**Would You Like Additional Information?** Please contact your case manager or the reimbursement officer at the regional office for additional information and assistance.