Tier 4 Consumers:
An Introduction to the Information Specialist System

DIVISION OF
**DEVELOPMENTAL
DISABILITIES**

BILLABLE AS CM

Tier 1: Individual Support Plan
Who: Medicaid Waiver Participants
What: ISP as defined by Person-Centered-Planning and HCBS requirements
Source: ISP Guide.

Tier 2: General Revenue - Individual Support Plan
Who: Not in a Waiver but receiving in General Revenue funded services & Autism Project, may /may not be Medicaid participants
What: Basic plan - contact information, defined need, chosen provider, outcome statement, & budget. Still requires UR process approval.
Source: ISP Guide.

Tier 3: Individual Resource Plan
Who: Medicaid participant, <u>not</u> participating in a Waiver, General Revenue or Autism Project
What: Minimal plan: TCM and individual contact information, checkbox-type need options, opportunity for custom comments. No RO/UR oversight or approval needed Source: ISP Guide.

Tier 4: Information Sharing
Who: Those not eligible for other planning methods – not a Medicaid participant, not participating in a Waiver, General Revenue or Autism Project
What: No individualized plan. Information distributed according to group identity (age, location, diagnosis, etc.).

Tier 4 Counties

Regional Office	County	Notes
CMRO		All Non Medicaid in Boone are referred to TCM, who has agreed to CM
	Callaway	
	Carrol	
	Crawford	
	Iron	
	Washington	
KCRO		All Non Medicaid in Jackson are referred to TCM, who has agreed to CM
SIRO	Bollinger	
	Butler	
	Carter	
	Dunklin	
	Ripley	
SPRO	Douglas	
	Wright	
StLRO	Jefferson	
	Lincoln	
	Montgomery	
	St. Charles	
	St. Louis	
	St. Louis City	
	Warren	

The Basics

- There are 6 Full Time Staff across the state.
- They are located in 5 Regional Offices:
  - (1) Kansas City Regional Office
  - (1) Springfield Regional Office
  - (1) Central Missouri Regional Office
  - (1) Sikeston Regional Office
  - (2) St. Louis Regional Office
- Two main forms of communication:
  - **Information.Specialist@dmh.mo.gov**
  - **Toll Free Voicemail Line 1-800-241-2741**
- They will also provide supports to the Local PAC for the Region in which they are domiciled.
- ***Each I/S staff provides services and supports across the state not solely to the Regional Office they are housed in.***

Referrals In

- The primary referral source for the I/S system is Intake and Assessment (I/A).

- I/A staff directly refer any new consumer to the I/S system at the time of initial eligibility by emailing an Intake Referral Form to the I/S email address. (See next slide for an example)

- At that time I/S staff:
  - Make direct contact with the Consumer/ Responsible Party.
  - Discuss needed supports and areas of concern.
  - Follow-up on the status of the Medicaid Application and assist with finalizing or submitting the application upon completion.
  - Provide resource articles and other resources as needed.
  - If there is a desire to receive a MOCDDS slot, I/S staff will write the ISP, LOC, PON and will submit the completed packet to FPU for final review and approval.

INFORMATION SPECIALIST

REFERRAL FORM

DATE:

NAME:

DOB:

DMH ID:

ADDRESS:

TELEPHONE NUMBER:

COUNTY:

REGIONAL OFFICE:

RESPONSIBLE PARTY :

R P ADDRESS:

R P PHONE NUMBER:

EMAIL ADDRESS:

QUALIFYING DX:

REASON FOR REFERRAL:

REQUESTED SERVICES:

MOHEALTHNET STATUS AT THE TIME OF INTAKE :

MOHEALTHNET STATUS AT THE TIME OF ELIGIBILITY:

Clarification and Misunderstandings

- I/S staff do not carry a caseload. Each one covers the Email and Voicemail Inboxes on a regularly scheduled basis.

- I/S staff address concerns and issues as they come in but no one is assigned to a specific individual.

- Each I/S staff has an area of expertise in which they work.

- As stated previously, I/S staff serve the entire state not simply the Region they are domiciled in.

Transferring Those Currently in Case Management

- I/S staff have worked over the last several weeks, obtaining all of the necessary authorities to open and close EOC's in all regions and for all TCM agencies that operate on their own CIMOR EOC.

- A report has been developed that identifies all consumers who meet the Tier 4 Criteria.

- I/S staff will go into each consumer's EOC and changed the Program Code from DD Support Coordination to Information Coordination.
  - **Regional Offices should not have to complete this task on their own.**

- This report will be run on a monthly basis to determine who has been awarded Medicaid or who has lost Medicaid so they can be transferred in or out of the I/S system.

Transfers In and Out

- The remainder of this presentation will focus on the processes for each possible transfer scenario.

- A few definitions
  a) I/S County: Any county that does not offer any form of a Case Management Service to individuals who do not have active Medicaid.
  b) Non-I/S Count: Any county who is willing to offer a Case Management Service regardless of the individual's status with Medicaid.

Transfers In and Out (Cont'd)

- There are 7 possibilities:
  1. Transferring from an I/S County to Another I/S County Within the Same Region
  2. Transferring from an I/S County to Another I/S County Between Regions
  3. Transferring Out of the I/S System Within the Originating Region
  4. Loss of Medicaid Transfer
  5. Transferring Out of the I/S System Between Regions
  6. Transferring Out of Targeted Case Management Between Regions
  7. Transferring Out of Targeted Case Management within the Originating Region

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- I/S staff will update the Consumer's EOC with the most current contact information including:
  - Address
  - Phone Number
  - Email Address Updates
  - Additions or Subtractions to Consumer Resources
  - Update Releases of Information (ROI) for Consumer Resources
    - Forward the signed ROI's to home Regional Office Client Information Center to be maintained in the Consumer Medical Record.

TRANSFERING FROM AN I/S COUNTY TO AN I/S COUNTY BETWEEN REGIONS

INFORMATION SPECIALIST	CLIENT INFORMATION CENTER (CIC)
1) I/S staff will complete the "I/S Transfer Document.	**SENDING REGIONAL OFFICE CIC**
	1. CIC staff will close out the EOC for the Consumer according to the date noted on the "I/S Transfer Document".
1) I/S staff should update CIMOR with the most current demographic information including but not limited to:	
• Current Address	1. CIC staff will send the Consumer Record to the Receiving Regional Office either by FTP or by providing the hard copy by mail or any other means possible
• Current Phone Number	
• Updated Consumer Resources as well as updated Releases of Information (ROI) if needed.	
1) I/S staff will compose an email to the CIC staff to the Sending Regional Office stating that the consumer has moved out of Region and that he EOC will need to be closed on the specified date. The "I/S Transfer Document" should be included with the email. The Consumer Record should be sent to the Receiving Regional Office	**RECEIVING REGIONAL OFFICE CIC**
	1. CIC staff will open the EOC for the Regional Office for the date noted on the "I/S Transfer Document".
	2. The Program Code for the EOC will be "Information Coordination".
	3. The Consumer Record will be maintained within that Regional Office.
1) I/S staff will compose a second email to the Receiving Regional Office and include the "I/S Transfer Document". The body of the email should detail the date the EOC should be opened and advising them that the Program Code should be Information Coordination.	

TRANSFER TO I/S AFTER THE LOSS OF MEDICAID
WITHIN THE SAME REGION

SENDING TCM/ R/O SUPPORT COORDINATOR	CLIENT INFORMATION CENTER	INFORMATION SPECIALIST

• **Service Coordinator will update the demographics section of CIMOR reflecting the most current address and contact information for the consumer.**
 	
• **Information Specialist Referral document will be completed and forwarded to:**
   o **Client Information Center**
   o **Information Specialist Email**
 	
• **Consumer Record will be returned to the Regional Office if previously maintained off site by a private TCM agency.**
	• Close the sending TCM's EOC, if applicable on the date identified on the Transfer Document.
	
	• Update the program code to Information Coordination.
	
	• Maintain the Consumer Record at the Regional Office.
		• Enter the necessary information from the Transfer Document into the appropriate Excel Databases.
		
		• Make contact with the Consumer/ Responsible Party.
		
		• Provide appropriate Resources.

TRANSFER PROCESS OUT OF THE I/S SYSTEM BETWEEN REGIONS

The following transfer process will be followed when any of the following situations occur:

•A Consumer / Responsible Party indicates they wish to receive services through the local Autism Project

•A Consumer is awarded a MOCDD Waiver Slot

•A Consumer is activated through the MoHealthNet system either based upon income or disabling condition

•A Consumer moves from an IS County to a Non IS County

Information Specialist Roles and Responsibilities	Community Living Coordinator Roles and Responsibilities	Client Information Center Roles and Responsibilities
1) **I/S staff completes the I/S Administrative Transfer Report and I/S Transfer Document.** • **In cases where a MOCDD waiver has been awarded, include the approved ISP.** 1) **Packet is forwarded to the CLC for the Sending Regional Office.**	1) CLC from the Sending Region notifies the appropriate transfer contact for the Receiving Regional Office and or TCM that they will be receiving a consumer out of the Information Specialist System within 3 business days of receipt. 1) CLC will reply to the sending I/S that they have received the request for transfer and will process the request. 1) CLC notifies the Client Information Center that the consumer's file needs to be forwarded to the appropriate Support Coordinator Supervisor (RO) or TCM contact. 1) Upon acceptance by the Receiving TCM/ RO Case Management group, CLC will inform CIC staff that the Sending R/O's EOC can be closed.	1) CIC staff, from the Sending Region, will provide the Consumer Record either by loading it onto the FTP system to be downloaded or by providing a hard copy of the record according to the arrangement already in existence between the Regional Office and the TCM within 5 business days of notification by the CLC. 1) Sending CIC will close the EOC in accordance with the acceptance from the Receiving Region/ TCM. 1) CIC Staff from the Receiving Region will open the necessary EOC's both for the Regional Office as well as the TCM if necessary.

Transfers from Targeted Case Management into the I/S System between Regions

Transfers will take place in the following situations:

•If the Consumer ceases to receive an active benefit through the MoHealthNet System

•If the Consumer moves from a non-I/S County to an I/S County

•If the local TCM ceases to be willing to provide Case Management to those consumers who are not actively receiving a benefit.through the MoHealthNet System and the Consumer has moved between Regions.

TCM	CLC	CIC	I/S
1) **The Support Coordinator shall initiate the Administrative Transfer Process that is utilized when the Consumer moves from one TCM/ RO to another throughout the Region or the State.** 1) **The Administrative Transfer Document shall be completed and forwarded to the local CLC along with a copy of the most current ISP as well as to the Information Specialist Email Address.** 1) **The Consumer File will be forwarded to the Receiving Regional Office.**	1) The Sending CLC will forward the Transfer Document to the Sending CIC staff informing them that the Consumer will be transitioning out of region and the EOC will need to be closed on the specified date. 1) Sending CLC will forward the Transfer Document and ISP to the Receiving CLC requesting a transfer between regions. 1) Receiving CLC will notify their CIC Staff to open the EOC on the specified date and to assign the I/S Program Code.	1) Sending CIC staff will close the EOC for the Sending TCM if necessary according to the date noted on the Transfer Document, as well as the EOC for the Sending Regional Office 1) Receiving CIC staff will open the EOC and will add the I/S Program Code. 1) Receiving CIC staff will store the Consumer's Master Record at the local R/O.	1) I/S staff will retrieve the Transfer Document and the ISP from the I/S email box. 1) Databases will be updated with the necessary information. 1) Staff should review the ISP and make contact with the Consumer/Responsible Party to discuss ongoing needs and will begin forwarding resources.

TRANSFERING FROM A NON-IS COUNTY TO AN IS COUNTY WITHIN THE SAME REGION

SENDING TCM/ R/O SUPPORT COORDINATOR	CLIENT INFORMATION CENTER	INFORMATION SPECIALIST

• **Service Coordinator will update the demographics section of CIMOR reflecting the most current address and contact information for the consumer.**
 	
• **Transfer document will be completed and forwarded to:**
  o **Client Information Center**
  o **Information Specialist Email**
 	
• **Consumer Record will be returned to the Regional Office if previously maintained off site by a private TCM agency.**
	• Close the sending TCM's EOC, if applicable on the date identified on the Transfer Document.
	
	• Update the program code to Information Coordination.
	
	• Maintain the Consumer Record at the Regional Office.
		• Enter the necessary information from the Transfer Document into the appropriate Excel Databases.
		
		• Make contact with the Consumer/ Responsible Party.
		
		• Provide appropriate Resources.

Tier 4 Guidance

1. Intent to Serve

- TCM Agencies who have indicated an intent to serve will receive all referrals.

- These individuals will be assigned to the DD Case Management Code (if TCM agency continues to provide case management services to them), or they will be assigned to the DD Local Information Specialist Code (if providing services such as Resource Coordination).

2. No Intent To Serve

- Intake/Client Information Center will assign these individuals to the DD Information Coordination code.

3. TCM Agency previously indicated their intent to serve, but now rejects referrals

- RO/ TAC will follow up with TCM Agency to determine conditions of rejected referrals.

- If TCM agency indicates they will continue to serve current individuals, but will not accept new referrals, Intake/ Client Information Center will assign new referrals to the DD Information Coordination code.

- If TCM Agency indicates they will no longer serve any of the Tier 4 individuals, the RO will instruct them to notify individuals in writing regarding their change in intent to serve. If individuals request discharge at that time, the SC will follow the current discharge process. If the individual wishes to remain active, they will be transitioned from current services and assigned to the DD Information Coordination code.

Tier 4 Guidance (Cont'd)

- The Official Record Set will be returned to the Regional Office.

- The RO will report all changes in intent to serve to the TCM TAC Statewide Lead for tracking purposes.

4. Process for changing program codes in CIMOR for those transitioned from Case Management services, effective 07/01/18;

- TCM agencies with **intent to serve** will continue to provide case management services to all assigned individuals. No further action is needed.

- TCM agencies with intent to serve, but not as case management, or no intent to serve will follow the process below.

  - TCM agencies with **intent to serve, but not as case management-**   TCM provider will provide the RO/ TAC with a list of all individuals who are non-Medicaid with no DD funded services.   TCM/TAC will provide the list from each agency to the Information Specialist Statewide Lead so the program codes and EOC's can be adjusted in CIMOR.

  - TCM agencies and Regional Office Support Coordination with **No Intent to Serve** – Information Specialist Statewide Lead will run the designated report out of Report Central and will ensure that the Information Specialists make the necessary changes to the EOC in CIMOR.

  - Those TCM agencies with no intent to serve will return the Official Record Set to the Regional Office.

Tier 4 Guidance (Final)

5. Tier 4 individuals residing in a State Operated Psychiatric Hospital

- Any individual residing in a State Operated Psychiatric Hospital will receive Support Coordination through the appropriate Regional Office. These consumers will not be referred to the Information Specialist System.

In Conclusion

- Questions will be answered in writing and a FAQ will be developed if necessary
- If there are specific questions about the I/S System please feel free to contact me at
  - 417-629-3576 or
  - Matt.Waggoner@dmh.mo.gov

- Thank you for your time and attention.