

## Limited Case Management Services 2009 - 2010

**Definition of Service:** Case management is a cost effective program that includes a series of interactions between the case manager and client, ultimately resulting in the client reaching his or her optimum level of health and being able to manage his or her own care.

**Definition of Limited Case Management:** A service that enables access to other Part B services by using a case management agency for eligibility only. Clients who receive Limited Case Management Services do NOT need any Case Management Service except eligibility and annual reassessments. This activity is always considered “non-medical case management.” THIS SERVICE IS RESTRICTED TO USE IN REGIONS OF THE STATE WHERE RYAN WHITE PART B FUNDED MEDICAL PROVIDER DO NOT COMPLETE PART B ELIGIBILITY.

**Objectives for Service:**

- To assess eligibility of the client for Ryan White Part B eligibility.

STANDARD	MEASURE
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Service Standards:	
Client must be enrolled in Comprehensive or Supportive case management prior to entering Limited case management.	Documentation of intake/screening and assessment by an agency providing case management.

<p>The agency must meet Eligibility for Limited case management as follows:</p> <ol style="list-style-type: none"> <li>1) Restricted to regions where case management agencies perform eligibility.</li> <li>2) Client will be enrolled if he/she accesses primary medical care or another service from a Ryan White provider that does NOT perform eligibility determinations.</li> <li>3) Client does not receive any other case manager services.</li> </ol>	<p>Documentation that the agency is eligible to provide this restricted typed of case management is available for review.</p>
<p><b>Service Plan Implementation:</b></p>	
<p>Limited case manager will contact client at least once during the year prior to reassessment to offer assistance. This contact may be by phone, mail or in person.</p>	<p>Documentation of this contact will be maintained in the client's record.</p>
<p><b>Reassessment:</b></p>	
<p>The client will meet annually with the Limited case manager for eligibility and brief reassessment.</p>	<p>Documentation of the annual eligibility and brief reassessment with any referrals made will be maintained in the client's record.</p>
<p><b>Discharge:</b></p>	
<p>The case may be closed if the client does not come in for the annual eligibility determination and there is no response to one documented attempt to contact the client.</p>	<p>Documentation of the missed appointment and attempt to contact the client will be maintained in the client's record.</p>
<p><b>Qualifications:</b></p>	
<p>Limited case managers will meet the VDH HIV/AIDS Case Management Standards for qualifications of a Limited case manager: High School Diploma or GED and one year of experience working with clients infected with HIV <b>OR</b> High School Diploma or GED and additional health care training.</p>	<p>Documentation of the Limited case manager's work experience and education will be present in the personal file and available for review.</p>

<b>Training New Hires:</b>	
<p>All newly hired Limited case managers must complete minimum training requirements within 1 year of hire. The training requirements will include:</p> <ol style="list-style-type: none"> <li>1) Case Management Standards</li> <li>2) Cultural Competency</li> <li>3) HIV Disease</li> <li>4) HIV Treatment</li> <li>5) HIV Testing</li> <li>6) Legal ramifications to include Confidentiality</li> <li>7) Counseling and Referral</li> <li>8) Prevention</li> <li>9) Ryan White Part B Orientation</li> </ol>	<p>Documentation of the completed training requirements will be present in the Limited case manager's personnel file and available for review.</p>
<b>Annual Training Requirement:</b>	
<p>All Limited case managers must complete 12 hours of continuing education in case management and/or HIV/AIDS annually to include Ryan White Part B Updates.</p>	<p>Documentation of completion of the continuing education must be present in the comprehensive case manager's personnel file and available for review.</p>
<b>Administrative Supervision:</b>	
<p>Each Limited case manager will receive regular on-going supervision by a supervisor meeting the minimal requirements of a Comprehensive case manager. The meetings will be documented to include date, people in attendance, agenda of the meeting, if any outcome measures are reached and the signature of the Supervisor.</p>	<p>Documentation of the Supervisor's credentials is on file. Documentation of the regular on-going supervision meetings are maintained in a file that is available for review.</p>