

CASE MANAGEMENT METHODOLOGY

Case management **is** the primary service delivery method. All ongoing cases in which the client is receiving Medicaid or has an active Medicaid deductible case will be eligible for the case management services delivery method.

Case management is an ongoing process which assists adults in need of home and community-based long-term care services to access needed medical, social, vocational, rehabilitative and other services.

Core Elements

- Comprehensive assessment to identify all of the client's strengths and limitations in the areas of physical, cognitive, social and emotional functioning as well as financial and environmental needs.
- Comprehensive individualized service plan to address the identified strengths and limitations of the client using the information obtained in the assessment.
- Mobilization and coordination of providers, family and community resources to implement the service plan by authorizing/arranging for needed services or advocating for the client to access needed government or community services.
- Ongoing monitoring of services to maintain regular contact with the client, informal caregivers and other service providers to evaluate whether the services are appropriate, of high quality, and are meeting the client's current needs.
- Regular assessment and follow-up as a formal review of the client's status to determine whether the person's situation and functioning have changed and to review the quality and appropriateness of services.

SUPPORTIVE SERVICES METHODOLOGY

Supportive services are defined as those services which typically are targeted to meet specific needs which require limited involvement of the adult services specialist.

Core Elements

- Assessment focused on presenting problem.
- Service plan focused on objectives to meet presenting problem.
- Face-to-face visit in the home a minimum of every six months.
- Regular redetermination of eligibility.

Eligibility for supportive services is determined primarily by the nature of the need presented by a client and identified in the assessment. However, this service delivery method is primarily used for clients who are not receiving Medicaid.