



Case Management Innovation Project

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Goals and Guiding Principles

Increase Person-Centered Planning

Improve Coordination of Care

Increase Community Engagement

Enhance Member Experience

Maintain Qualified Providers

Comply with HCBS Rule

Promote Efficiency



Our Current Modified Approach

Synthesis of Stakeholder Feedback and Current
Capacity to Inform Areas of Priority

Improve team dynamics through shared outcomes and
communication

Enhance Case Management and System Navigation

Focus on key supports to build independence

*All people have the right to live, love, work, learn, play
and pursue their dreams.*



Enhance Case
Management and
System
Navigation

What we have heard from individuals & families

“Case managers should focus
on what could be rather than
what is”

“I would be lost without my case manager”

“I rely on my case manager to know what I don’t.”

“I need someone to help me find resources”

“I need my case manager to communicate
with me better”

“I need someone to have my back”

“Case managers need more training”

“I wish my case manager would think
outside the box”

“I need my case manager to understand
how services impact my budget”

“My case manager should be the
glue that holds it all together”



What we have heard from CMCOs & Case Managers

“We are different than other providers”

“CMCO’s should be held accountable”

“We want to be a partner”

“I need the state to tell my case managers
what is expected of them”

“We need more training”

“Case managers should
be change agents”

“That isn’t what my
CMCO has directed us
to do”

Enhance Case
Management and
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Navigation



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What we have heard from Providers

“I always loved the conversations around life span case management....so the front door involved getting a case manager that looked at ALL available supports and was not service system dependent”

“Sometimes pitting providers against families when not working together with existing resources”

“Consistency among the case managers and case management providers of what is due and when it is due.”

“Requiring the case manager to communicate better and have some state oversight on their performance.”

“Case managers are bringing their own agenda – not considering the person’s context”



Key System-wide Efforts (New & Existing)

- Deliver Case Management via a 1915(b)(4)
- Enhance Case Management Service Definition
- Develop Comprehensive Quality Guide for Case Management
- Build Case Manager Capacity through Training, Information and Resources

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**Supporting the Vision of Individuals and Families
through Partnership & Collaboration**



What is a 1915(b)(4)?

- Selective Contracting Waiver (Pursuing only for Case Management)
- Operates in coordination with the 1915(c)
- Provides mechanism and service delivery not otherwise available in 1915(c)
- Involves issuing a Request for Services (RFS) for procurement with selected entities
- Separate review and approval by CMS



Opportunities in 1915(b4) Implementation

Quality Improvement

- ✓ Consistent Messaging
- ✓ Training Coordination and Planning
- ✓ Non-financial incentives
- ✓ Increase capacity of state staff to provide quality technical assistance
- ✓ Strengthened Relationship and Partnership



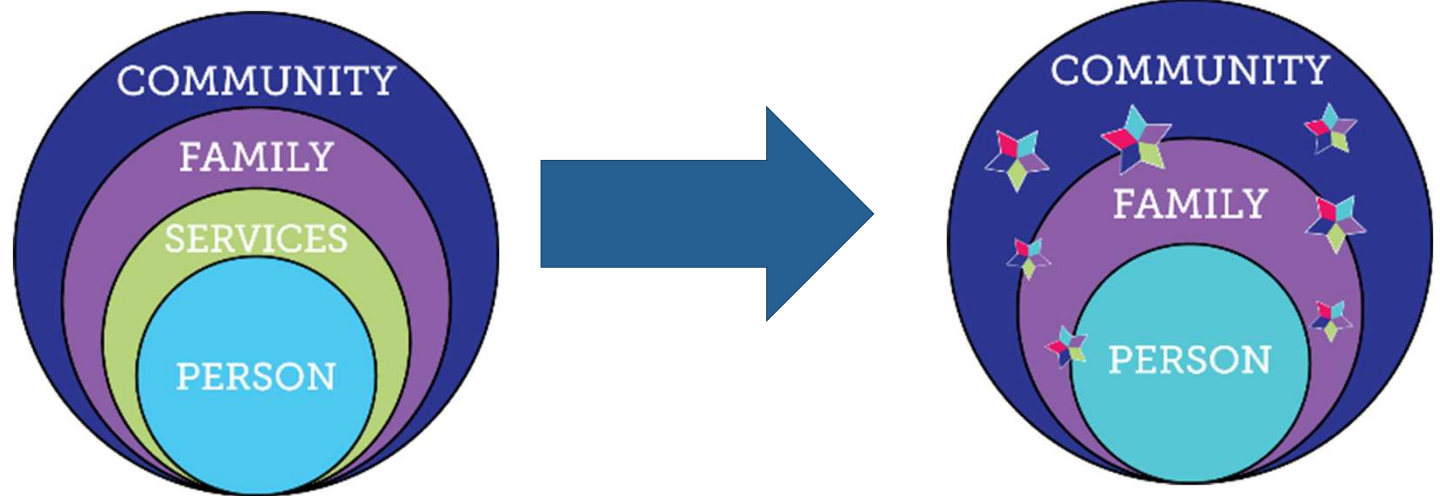
Opportunities in 1915(b4) Implementation

Greater Outcomes for Individuals & Families

- ✓ Connected to an array of supports
- ✓ Greater self-determination
- ✓ Meaningful engagement in family & community
- ✓ Enhanced quality of life
- ✓ More opportunities to develop skills in
 - Employment
 - Activities of daily living
 - Healthy relationships



Our Aim



To provide integrated supports and services within the context of person, family and community



Our Why

Case management is a foundational service which all other supports and services are coordinated.



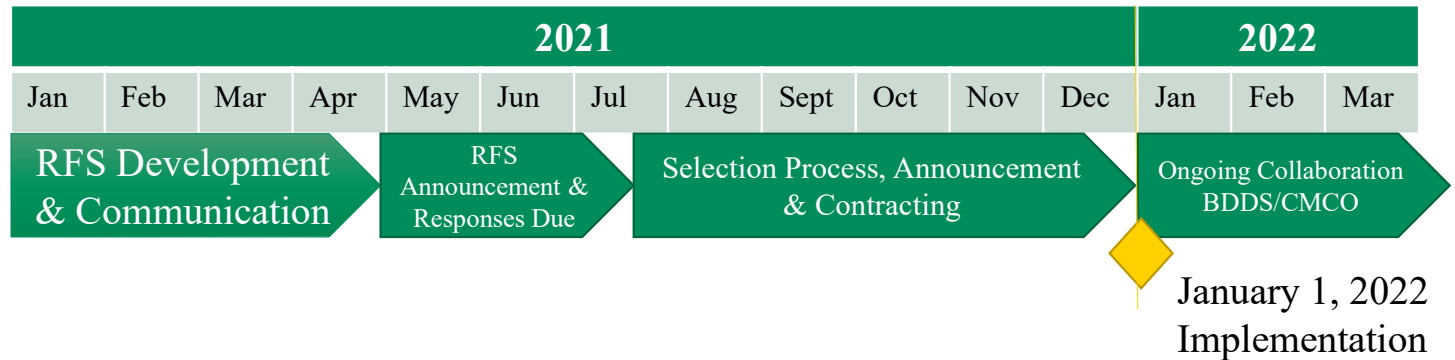
Our Need

Case managers and companies who are:

- ✓ Navigators
- ✓ Advocates
- ✓ Partners



Timeline



- Release of RFS – May 4th
- Waiver amendments submitted to CMS – August 1st
- RFS awards published – October 1st
- Contracts signed – December 30th
- Start date – January 1, 2022

*Planned mailed communications throughout this timeline from DDRS directly to individuals and families



RFS Next Steps & Special Considerations

- Release of RFS – May 4th
 - Response Training Sessions for Vendors
- RFS Responses Due – July 6th
 - Extended Time to Complete & Submit Proposals
- RFS Awards Published – October 1st



Opportunities for Stakeholder Partnership & Feedback

- Development of individual & family satisfaction survey
- Topics to be included in Case Management Quality Guide
- Waiver Amendments (Tribal Notice & Public Comment)
- Waiver Redesign Reimagined: Plan Moving Forward Release and Summary of Stakeholder Feedback

