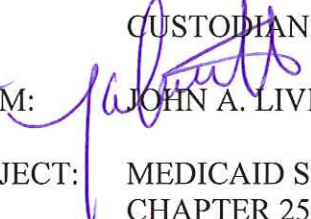


MEDICAID SERVICES MANUAL
TRANSMITTAL LETTER

December 9, 2008

MEMORANDUM

TO: CUSTODIANS OF MEDICAID SERVICES MANUAL
FROM:  JOHN A. LIVERATTI, CHIEF OF COMPLIANCE
SUBJECT: MEDICAID SERVICES MANUAL CHANGES
CHAPTER 2500 – CASE MANAGEMENT

BACKGROUND AND EXPLANATIONS

The proposed revisions to Chapter 2500 are being made to provide guidance to the Case Management Providers. The revisions are pursuant to and incorporate new mandates by the Centers for Medicare and Medicaid Services (CMS) in CFR 42 Part 431, 440 and 441, CMS 2237 Interim Final Regulation Medicaid Program Optional State Plan Case Management Services, the Supplemental Appropriations Act 2008 and the State Plan. Changes are effective upon approval of the public hearing.

MATERIAL TRANSMITTED

MTL 34/08

CHAPTER 2500 – CASE MANAGEMENT

MATERIAL SUPERSEDED

MTL 34/03

CHAPTER 2500 – TARGETED CASE
MANAGEMENT

Sec. 2500

Added additional language to further clarify case management duties, intent of service and Target Groups per CMS-2237-IFC, Medicaid Program: Optional State Plan Case Management Services, the Supplemental Appropriations Act 2008 and 42 CFR Part 431, 440, 441

Added language of Target Groups – Non-Seriously Mentally Ill Adults, Non-Severely Emotionally Disturbed Children and Adolescents

Deleted “Targeted” throughout document

Deleted “The state may limit the provision of services to a specific target group.”

Deleted “persons who are blind or visually impaired” from target group.”

Deleted “seven”

Deleted “and (7) persons who are blind or visually impaired.”

Deleted “four”

Deleted “Chapter 3700”

Sec. 2501.b

Added additional authorities

Sec. 2502

Added “Target Group” to title

Sec. 2502.1

Added “coordinating”

Deleted “authorizing”

Sec. 2502.2

Deleted 2502.2 “Related Condition” and definition

Sec. 2502.2.1

Added “and”

Deleted “who are”

Sec. 2502.3.1

Added “the”

Deleted “two”

Sec. 2502.3.a

Deleted “and are”

Sec. 2502.5

Added “or related conditions”

Deleted “and”

Added “in”

Deleted “that meets all of the following conditions under section 2502.2.”

Added definition of “Persons with related conditions”

Deleted section “b” and paragraph

Sec. 2502.6

Added title “Target Group – Non-Seriously Mental Ill (SMI) Adults” and definition

Deleted title “Target Group Legally Blind and Visually Impaired” and definition

Sec. 2502.6

Added title “Target Group Non-Seriously Mentally Ill (NON-SMI) Adults” and definition

Sec. 2502.7

Added “ADULTS” to title

Sec. 2502.8

Added title “Target Group – Non Severely Emotionally Disturbed (NON-SED) Children and Adolescents” and definition

Sec. 2502.9

Added definition of SED children and adolescents

Deleted definition of Severe Emotional Disturbance

Sec. 2502.10

Added “And must include the following components”

Deleted “Allowable case management services and activities are”

Added subsequent activities listed a through

Deleted “assessment of the eligible

d

Added “Case management services involve the following activities to assist the eligible recipient in obtaining needed services:”

Added subsequent activities listed 1 through 4

Sec. 2502.10A

Added title “Case Record Documentation” and definition

individual to determine service needs:”

Deleted “development of a specific care plan;”

Deleted “and (5) evaluation. Targeted Case Management Services do not include direct delivery of medical, clinical or other direct services. Targeted Case Management services are provided to specific, state plan defined target groups. The seven target groups eligible to receive this service are children and adolescents who are severely emotionally disturbed (SED), seriously mentally ill (SMI) adults, persons with mental retardation and related conditions, developmentally delayed infants and toddlers, juveniles on probation (JPS), juveniles receiving child protective services (CPS) and persons who are blind and visually impaired.”

Sec. 2503.1

Deleted “Targeted” from title

Sec. 2503.1A

Added “on a one-to-one (telephone or face-to-face) basis.”

Deleted “they are”

Added 1.e for clarification of case manager contacts

Deleted “and’

Moved 1.f for clarification of inpatient case management timeline, facility and age limits from Section 2503.1A.2.e

Deleted “3. Targeted Case Management Service Components & definitions.

Moved 1.g TPL information for providers for billing clarification from Section 2503.1B.2

Added 1.h “The service is not an integral component or administrative service or another covered Medicaid service” for clarification

Sec. 2503.1A.2.a.8

Added “Diagnostic testing and assessments”

Sec. 2503.1A.2.b

Added “are”

Added capitalization to beginning examples listed

Sec. 2503.1A.2.e

Added “when the recipient is between 22 and 64 years of age.”

Deleted “and residential treatment centers (the only exception are for recipients under age 19 in the last 180 days from discharge).”

Sec. 2503.1A.2.f

Added “criteria for the”

Sec. 2503.1A.2.h

Added “The direct delivery of foster care services and therapeutic foster care service. The following activities are not considered to qualify as components of Medicaid case management services:” and list for clarification

Sec. 2503.1A.2.i

Added “i. If the case manager also provides other services under the plan, the State must ensure that a conflict of interest does not exist that will result in the case manager making self-referrals. Individuals must be free to choose their case management provider from among those that have qualified to participate in Medicaid and are willing to provide the service.”

Sec. 2503.1A.2.j

Added “Services provided as “administrative case management”, including Medicaid eligibility determination, intake processing, preadmission screening for inpatient care, utilization review and prior authorization for Medicaid services are not reimbursable.”

Sec. 2503.1A.2.k

Added “Administrative functions for recipients under the Individuals with Disabilities Education Act (IDEA) such as the development of an Individual Education Plan and the implementation and development of an Individual Family Service Plan for Early Intervention Services are not reimbursable as case management services.”

Sec. 2503.1A.3

Added “Target Group-Non Seriously Mentally Ill (NON-SMI) Adults” and definitions

Deleted “Targeted Case Management Service Components (for all target groups)” and all definitions

Sec. 2503.1A.4.a

Added “6”

Deleted “8”

Sec. 2503.1A.4.c

Added “case manager”

Deleted “service coordinator”

Sec. 2503.1A.4.d.2.b

Added “care p”

Deleted “Service P”

Sec. 2503.1A.4.d.2.c

Added “care”

Deleted “service”

Sec. 2503.1A.4.d.3

Added “, IMD or nursing facility”

Sec. 2503.1A.4.4.c

Added “IMD”

Deleted “residential treatment center”

Sec. 2503.1A.4.4.e

Added “Has sufficient support system to sustain stability not requiring unnecessary or frequent acute treatment.”

Sec. 2503.1A.5

Added “Target Group – Non-Severely Emotionally Disturbed (NON-SED) Children and Adolescents, including service eligibility determination and provider qualifications”

Sec. 2503.1A.6.a

Added “8”

Deleted “3”

Sec. 2503.1A.6.c

Added “case manager”

Deleted “service coordinator”

Sec. 2503.1A.6.2.b

Added “care p”

Deleted “(exceptions are recipients under age 19 during the last 180 days)”

Sec. 2503.1A.7.a

Deleted “45”

Sec. 2503.1A.7.b

Deleted “Code of Federal Regulations”

Sec. 2503.1A.7.c.1

Deleted “al”

Sec. 2503.1A.7.c.1.d

Deleted “, or”

Sec. 2503.1A.7.c.1.e

Added “s”

Deleted “ion”

Sec. 2503.1A.7.d.1

Added “2”

Deleted “3.46”

Sec. 2503.1A.8

Deleted title “Target Group – Legally Blind and Visually Impaired” and definition

Sec. 2503.1A.8.a

Added “2”

Deleted “5”

Sec. 2503.1A.8.b.3.a-c

Added capital letter to the beginning of each sentence

Sec. 2503.1A.8.c

Added “is”

Deleted “are”

Added “Health and Human Services”

Deleted “Human Resources or one of its Divisions”

Added “or one of its qualified Divisions”

Sec. 2503.1A.8.d.1.b

Added “2”

Deleted “3”

Added “1”

Deleted “7”

Sec. 2503.1A.9

Added “3”

Deleted “5”

Sec. 2503.1A.9.b

Added “Probation”

Deleted “of”

Sec. 2503.1A.10.a

Added “1”

Deleted “3”

Sec. 2503.1A.10.b

Deleted “of”

Sec. 2503.1B

Deleted title “Provider Responsibilities” and definition

Sec. 2503.1B.a

Added “case management”

Deleted “TCM”

Sec. 2503.1B.b

Added “and”

Deleted “and service”

Sec. 2503.1C

Added “case record”

Deleted “file”

Added “and submit a prior authorization request to the QIO-like vendor”

Sec. 2505.1

Added “Medicaid Services Manuals”

Added “Nevada Check Up Manual: 1. Chapter 1000 – Nevada Check Up Program”

Sec. 2505.1.4

Added “0”

Deleted “1”

Sec. 2505.1.10

Deleted “10. Chapter 3400 – Residential Treatment Center (RTC) Services

Sec. 2505.1.12

Deleted “12. Chapter 3700 – Nevada Check Up”

Sec. 2505.2.a.1

Added “, Suite 101”

Deleted “Nevada”

Sec. 2505.2.a.2

Added “3651”

Deleted “0800”

Added “668-4200

Deleted “Fallon (775) 423-3161”

Added “687-1900”

Deleted “Belrose”

Deleted “486-1550”

Deleted “448-5000”

Sec. 2505.2.b

Deleted “Fiscal Agent First Health Services Group 4300 Cox Road, Glen Allen, VA 23060 (804) 965-7400 www.fhsc.com”

Sec. 2505.2.c

Added “Fiscal Agent”

Deleted “26”

Added “42”

Sec. 2505.2.d

Deleted “Nevada Medicaid and Nevada Check Up HCM 4200 Cox Road, Glen Allen, VA 23060 (800) 525-2395

Sec. 2505.2.f

Added “Billing EDI Coordinator P.O. Box 30024 Reno, Nevada 89520-3042 775-638-

3472 (select option for “Electronic Billing”)
Fax 775-784-7932 nvedi@fhsc.com

Sec. 2505.3

Deleted section “Forms”

DIVISION OF HEALTH CARE FINANCING AND POLICY

MEDICAID SERVICES MANUAL TABLE OF CONTENTS

CASE MANAGEMENT

2500	INTRODUCTION	1
2501	AUTHORITY	1
2502	TARGET GROUP DEFINITIONS	1
2502.1	LEAD CASE MANAGER	1
2502.2	TARGET GROUP - CHILD PROTECTIVE SERVICES (CPS)	1
2502.3	TARGET GROUP - DEVELOPMENTALLY DELAYED INFANTS AND TODDLERS	1
2502.4	TARGET GROUP - JUVENILE PROBATION SERVICES	2
2502.5	TARGET GROUP - TARGET GROUP - PERSONS WITH MENTAL RETARDATION OR RELATED CONDITIONS	2
2502.6	TARGETED GROUP - NON-SERIOUSLY MENTALLY ILL (NON-SMI) ADULTS	3
2502.7	TARGET GROUP - SERIOUS MENTAL ILLNESS (SMI) ADULTS	3
2502.8	TARGET GROUP - NON-SEVERLY EMOTIONALLY DISTURBED (NON-SED) CHILDREN AND ADOLESCENTS	3
2502.9	TARGET GROUP - SEVERE EMOTIONAL DISTURBANCE (SED).....	4
2502.10	CASE MANAGEMENT (CM) SERVICES.....	4
2502.10A	CASE RECORD DOCUMENTATION	6
2503	POLICY	1
2503.1	CASE MANAGEMENT SERVICES POLICY	1
2503.1.A	COVERAGE AND LIMITATIONS	1
2503.1.B	RECIPIENT RESPONSIBILITY	14
2503.1.C	AUTHORIZATION PROCESS	15
2504	HEARINGS	1
2505	REFERENCES AND CROSS REFERENCES	1
2505.1	POLICY RESOURCES	1
2505.2	CONTACTS	1

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2500
MEDICAID SERVICES MANUAL	Subject: INTRODUCTION

CASE MANAGEMENT

2500 INTRODUCTION

Case Management is an optional Medicaid service pursuant to federal regulations. It may be provided without the use of a waiver and the state may limit the provision of services to a specific target group or defined location in the state. States are allowed to limit the providers of case management services available for individuals with development disabilities or chronic mental illness to ensure that these recipients receive needed services. The receipt of case management services does not alter an individual's eligibility to receive other services under the State plan and recipients must have free choice of any qualified Medicaid provider. A recipient cannot be compelled to receive case management services, services cannot be a condition of receipt of other Medicaid services and other covered services cannot be a condition to receive case management services. Case management services provided in accordance with section 1915 (g) of the Social Security Act will not duplicate payments made to public agencies or private entities under State plan and other program authorities. Case managers cannot authorize, approve or deny the provision of services.

The intent of case management services is to assist recipients eligible under the State plan in gaining access to needed medical, social, educational, and other support services including housing and transportation needs. Case management services do not include the direct delivery of medical, clinical or other direct services. Components of the service include assessment, care planning, referral/linkage and monitoring/follow-up. Case management services are provided to eligible recipients who are residing in a community setting or transitioning to a community setting following an institutional stay.

There are eight target groups eligible to receive this service. These groups are: (1) children and adolescents who are non-severely emotionally disturbed (Non-SED) with a mental illness; (2) children and adolescents who are severely emotionally disturbed (SED); (3) adults who are non-seriously mentally ill (Non-SMI) with a mental illness; (4) adults who are seriously mentally ill (SMI); (5) persons with mental retardation and related conditions; (6) developmentally delayed infants and toddlers; (7) juveniles on probation (JPS), and (8) child protective services (CPS).

All providers who participate in the Medicaid program must provide services in accordance with the rules and regulations of the Division of Health Care Financing and Policy, all policies and procedures described herein Chapter 2500 of the Medicaid Services Manual, as well as state and federal regulations and statutes.

All Medicaid policies and requirements (such as prior authorization, etc.) are the same for Nevada Check Up, with the exception of the areas where Medicaid and Nevada Check Up policies differ as documented in the Nevada Check Up Manual Chapter 1000.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2501
MEDICAID SERVICES MANUAL	Subject: AUTHORITY

2501 AUTHORITY

- A. In 1965, the 89th Congress added Title XIX of the Social Security Act authorizing varying percentages of Federal Financial Participation to states that elect to offer medical programs. The state must offer the 11 basic required medical services. Federal Financial Participation (FFP) is also available should states elect to cover some optional services. One of these optional services is Case Management.
- B. Authorities include:

Section 1905 (a) (19) of the Social Security Act
Section 1915 (b) of the Social Security Act
Section 1915 (c) of the Social Security Act
Section 1915 (g) (2) of the Social Security Act
42 CFR Parts 431, 440, and 441
Code of Federal Regulations 42 CFR 483.430
Section 6052 of the Deficit Reduction Act of 2005
The Supplemental Appropriations Act 2008

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2502
MEDICAID SERVICES MANUAL	Subject: DEFINITIONS

2502 **TARGET GROUP** DEFINITIONS

2502.1 LEAD CASE MANAGER

The Lead Case Manager is only used if a recipient is included in more than one target group at a given time. The Lead Case Manager is a case manager, and represents Severely Emotionally Disturbed (SED) children and adolescents or Seriously Mentally Ill (SMI) adults. The Lead Case Manager coordinates the recipient's care and services with another case manager. The lead case manager is responsible for **coordinating** the additional case management services, whether or not, chronologically, the lead case manager was the original or the subsequent case manager.

2502.2 **TARGET GROUP** – CHILD PROTECTIVE SERVICES (CPS)

Child Protective Services are:

1. Provided to children and young adults who are Medicaid recipients **and** abused or neglected or suspected to be at risk thereof as evidenced by being in the care of the Division of Child and Family Services (DCFS), Clark County Department of Family Youth Services or Washoe County Department of Social Services.
2. Provided to families who are abused or neglected or suspected to be at risk thereof as evidenced by being in the care of DCFS, Clark County Department of Family Services or Washoe County Department of Social Services.

2502.3 **TARGET GROUP** -- DEVELOPMENTALLY DELAYED INFANTS AND TODDLERS UNDER AGE THREE

- A. Developmentally delayed infants and toddlers are children ages birth through two years determined eligible for early intervention services through the identification of a "developmental delay," a term which means:
 1. A child exhibits a minimum of fifty percent (50%) delay of the child's chronological age in any one of **the** areas listed below or a minimum of 25% delay of the child's chronological age in any two of the areas listed below. Delays for infants less than 36 weeks gestation shall be calculated according to their adjusted age.
 2. The delay(s) must be defined in one or more of the following areas:
 - a. Cognitive development;
 - b. Physical development, including vision and hearing;

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2502
MEDICAID SERVICES MANUAL	Subject: DEFINITIONS

- c. Communication development;
- d. Social or emotional development; or
- e. Adaptive development.

- 3. Children also are eligible who have a diagnosed physical or mental condition which has a high probability of resulting in developmental delays.
- 4. Informed clinical opinion must be used in determining eligibility for services as a result of a development delay.

2502.4 TARGET GROUP – JUVENILE PROBATION SERVICES (JPS)

A. Juvenile Probation Services are

- 1. Covered services provided to juveniles on probation (referred or under the supervision of juvenile caseworkers) for Washoe County Juvenile Probation Services and Clark County Department of Juvenile Justice Services.
- 2. Covered services provided to family member(s) who are Medicaid eligible whose children are on probation.

2502.5 TARGET GROUP – PERSONS WITH MENTAL RETARDATION OR RELATED CONDITIONS

Persons with mental retardation **or related conditions** are persons who:

- A. Are significantly sub-average **in** general intellectual functioning (IQ of 70 or below) with concurrent related limitations in two or more adaptive skill areas, such as communication, self-care, social skills, community use, self-direction, health and safety, functional academics, leisure and work activities.

Persons with related conditions are individuals who have a severe chronic disability. **It is manifested before the person reaches age 22 and is likely to continue indefinitely. The disability can be attributable to cerebral palsy, epilepsy or any other condition, other than mental illness, found to be closely related to mental retardation because the condition results in impairment of general intellectual functioning or adaptive behavior similar to that of a mentally retarded person and requires treatment or services similar to those required by these persons.**

The related condition results in substantial functional limitations in three or more of the following areas of major life activity:

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2502
MEDICAID SERVICES MANUAL	Subject: DEFINITIONS

1. Self care.
2. Understanding and use of language.
3. Learning.
4. Mobility.
5. Self-direction.
6. Capacity for independent living.

2502.6 TARGET GROUP – NON-SERIOUSLY MENTALLY ILL (NON-SMI) ADULTS

Adults, who are non-seriously mentally ill, excluding dementia and mental retardation, are recipients 18 years of age and older with significant life stressors and have:

- a. A DSM Axis I diagnosis, including V-codes, that does not meet SMI criteria.
- b. A LOCUS score of Level I or II.

2502.7 TARGET GROUP -- SERIOUS MENTAL ILLNESS (SMI) ADULTS

Adults with a serious mental illness (SMI) are persons:

- a. 18 years of age and older; and;
- b. Who currently, or at any time during the past year (continuous 12 month period);
 1. Have had a diagnosable mental, behavioral or emotional disorder that meets the coding and definition criteria specified with in the Diagnosis and Statistical Manual of Mental Disorders (DSM-IV) (excluding substance abuse or addictive disorders, irreversible dementias as well as mental retardation, unless they co-occur with another serious mental illness that meets DSM-IV criteria);
 2. That resulted in functional impairment which substantially interferes with or limits one or more major life activities;
- c. Have a functional impairment addressing the ability to function successfully in several areas such as psychological, social, occupational or educational. It is seen on a hypothetical continuum of mental health-illness and is viewed from the individual's perspective within the environmental context. Functional impairment is defined as difficulties that substantially interfere with or limit an adult from achieving or maintaining housing, employment, education, relationships or safety.

2502.8 TARGET GROUP – NON-SEVERELY EMOTIONALLY DISTURBED (NON-SED) CHILDREN AND ADOLESCENTS

Children and adolescents, who are Non-Severely Emotionally Disturbed, excluding dementia and mental retardation, are recipients with significant life stressors and have:

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2502
MEDICAID SERVICES MANUAL	Subject: DEFINITIONS

- a. A DSM Axis I diagnosis that does not meet SED criteria.
- b. V-code DSM diagnosis that does not meet SED criteria.
- c. CASII Level of 0, 1, 2, or above.
- d. DC:03 Axis I diagnosis or DC:03 Axis II PIR-GAS score of 40 or less.

2502.9 TARGET GROUP -- SEVERE EMOTIONAL DISTURBANCE (SED)

Children from birth through 48 months who currently or at anytime during the past year (continuous 12 month period) have a:

- a. DC:0-3 Axis I diagnostic category in place of a DSM Axis I diagnostic category; or
- b. CD:0-3 Axis II PIR-GAS score of 40 or less (the label for a PIR-GAS score of 40 is "Disturbed"); or

Children with a Severe Emotional Disturbance (SED) are persons age 4 to age 18 who currently or at anytime during the past year (continuous 12-month period) have a:

- a. Diagnosable mental, behavioral or diagnostic criteria that meet the coding and definition criteria specified in the DSM. This excludes substance abuse or addictive disorders, irreversible dementias, as well as mental retardation and V codes, unless they co-occur with another serious mental illness that meets DSM criteria that results in functional impairment which substantially interferes with or limits the child's role or functioning in family, school, or community activities, and
- b. These disorders include any mental disorder (including those of biological etiology) listed in DSM or their ICD-9-CM equivalent (and subsequent revisions), with the exception of DSM "V" codes, substance use, and developmental disorders, which are excluded unless they co-occur with another diagnosable serious emotional disturbance. All of these disorders have episodic, recurrent, or persistent features; however they vary in terms of severity and disabling effects; and
- c. Have a functional impairment defined as difficulties that substantially interfere with or limit a child or adolescent from achieving or maintaining one or more developmentally appropriate social, behavioral, cognitive, communicative or adaptive skills. Functional impairments of episodic, recurrent, and continuous duration are included unless they are temporary and expected responses to stressful events in the environment. Children who would have met functional impairment criteria during the referenced year without the benefit of treatment or other support services are included in this definition.

2502.10 CASE MANAGEMENT (CM) SERVICES

Case management services are services which assist an individual in gaining access to needed medical, social, educational, and other supportive services and must include the following components:

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2502
MEDICAID SERVICES MANUAL	Subject: DEFINITIONS

- a. Assessment of the eligible individual to determine service needs.
- b. Development of a person-centered care plan.
- c. Referral and related activities to help the individual obtain needed services.
- d. Monitoring and follow-up.

Case management services involve the following activities to assist the eligible recipient in obtaining needed services:

1. Assessment and periodic reassessment of individual needs, to determine the need for any medical, educational, social or other services. The assessment activities include the following:
 - a. Taking client history.
 - b. Identifying the needs of the individual and completing related documentation.
 - c. Gathering information from other sources, such as family members, medical providers, social workers, and educators (if necessary) to form a complete assessment of the eligible recipient.
2. Development (and periodic revision) of a specific care plan based on the information collected through the assessment, that includes the following:
 - a. Specifies the goals and actions to address the medical, social, educational, and other services needed by the eligible recipient.
 - b. Includes activities such as ensuring the active participation of the eligible recipient and working with the recipient (or the individual's authorized health care decision maker) and others to develop those goals.
 - c. Identifies a course of action to respond to the assessed needs of the eligible recipient.
3. Referral and related activities (such as scheduling appointments for the recipient) to help the eligible individual obtain needed services,; including activities that help link the individual with medical, social, and educational providers or other programs and services that are capable of providing needed services to address identified needs and achieve goals specified in the care plan.
4. Monitoring and follow-up; activities include activities and contacts that are necessary to ensure that the care plan is effectively implemented and adequately address the needs of the eligible individual and may be with the individual, family members, service provider or other entities or individuals. The monitoring should be conducted as frequently as necessary, and include at least one annual monitoring, to help determine whether the following conditions are met:
 - a. Services are being furnished in accordance with the individual's care plan.
 - b. Services in the care plan are adequate.
 - c. There are changes in the needs or status of the eligible recipient.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2502
MEDICAID SERVICES MANUAL	Subject: DEFINITIONS

Monitoring and follow-up activities include making necessary adjustments in the care plan and service arrangements with providers. Monitoring may involve either face-to-face or telephone contact, at least annually.

2502.10A CASE RECORD DOCUMENTATION

A case record documentation shall be maintained for each recipient and shall contain the following items:

- a. The name of the individual receiving services, the dates of case management services, the name of the provider agency and person chosen by the recipient to provide services.
- b. The nature, content, and units of case management services received.
- c. Whether the goals specified in the care plan have been achieved.
- d. If an individual declines services listed in the care plan, this must be documented in the individual's case record.
- e. Timelines for providing services and reassessment.
- f. The need for and occurrences of coordination with case managers of other programs.

The case manager shall make available to Nevada Medicaid or Medicaid's Quality Improvement Organization (QIO-like vendor), upon request, copies of the medical record, progress notes, care plan, case record or summary documents which reflect the ongoing need for case management services and support any additional services requested.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

2503 POLICY

2503.1 CASE MANAGEMENT SERVICES POLICY

2503.1A COVERAGE AND LIMITATIONS

A maximum of thirty (30) hours per target group, per calendar month, per recipient, is allowed for case management services. (Maximum hours do not apply to providers who are paid a capitated, per member/per month rate).

1. Case management services are reimbursable when:
 - a. Provided to Medicaid eligible recipients, on a one-to-one (telephone or face-to-face) basis.
 - b. Medically necessary.
 - c. Provided by a qualified provider enrolled to serve the target group in which the recipient belongs.
 - d. Provided by the recipients chosen provider.
 - e. Contacts by the case manager with individuals who are not eligible for Medicaid when the purpose of the contact is directly related to the management of the eligible recipient's care.
 - f. Case management services provided to recipients who reside in residential treatment centers. Recipients may receive case management in the 180 day period before discharge.
 - g. There are no third parties liable to pay for these services, including as reimbursement under a medical, social, educational or other federally funded program. Third party insurance payments for case management services must be pursued for all recipients.

The provider must determine whether the recipient has other health insurance. Providers may survey health care insurance companies to determine whether case management is a covered benefit. Exception: This is not necessary for Medicare since it is not a covered service. If the health care provider covers case management, it must be billed for all recipients for services provided. For Medicaid recipients, the health care insurance company must be billed before Medicaid is billed. Once payment is received, if the other company did not pay the entire cost of services, Medicaid may be billed. If the health care insurance

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

company will not pay for case management services, documentation of this must be maintained in the recipient's case record.

h. The service is not an integral component or administrative service of another covered Medicaid service.

2. Case Management services not reimbursable under the Nevada Medicaid Program include, but are not limited to:

a. The actual or direct provision of medical services or treatment. Examples include, but are not limited to:

1. Training in daily living skills;
2. Training in work skills and social skills;
3. Grooming and other personal services;
4. Training in housekeeping, laundry, cooking;
5. Transportation services;
6. Individual, group or family therapy services;
7. Crisis intervention services;-
8. Diagnostic testing and assessments.

b. Services which go beyond assisting individuals in gaining access to needed services. Examples include, but are not limited to:

1. Paying bills and/or balancing the recipient's checkbook;
2. Completing application forms, paper work, evaluations and reports including applying for Medicaid eligibility;
3. Escorting or transporting recipients to scheduled medical appointments;
4. Providing child care so the recipient can access services.

c. Traveling to and from appointments with recipients.

d. Traveling to and from appointment (without recipients).

e. Case management services provided to recipients in inpatient hospitals when the recipient is between 22 and 64 years of age.

f. Using case management codes for billing, when the recipient does not meet the criteria for the target group.

g. Recipient Outreach – Outreach activities in which a state agency or other provider attempts to contact potential recipients of a service do not constitute case management services.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

- h. The direct delivery of foster care services and therapeutic foster care services. The following activities are not considered to qualify as components of Medicaid case management services:
 - 1. Research gathering and completion of documentation required by the foster care program.
 - 2. Assessing adoption placements.
 - 3. Recruiting or interviewing potential foster care parents.
 - 4. Serving legal papers and attendance at court appearances.
 - 5. Home investigations.
 - 6. Providing transportation.
 - 7. Administering foster care subsidies.
 - 8. Making placement arrangements.
 - 9. Training, supervision, compensation of foster care parents.
- i. If the case manager also provides other services under the plan, the State must ensure that a conflict of interest does not exist that will result in the case manager making self-referrals. Individuals must be free to choose their case management provider from among those that have qualified to participate in Medicaid and are willing to provide the service.
- j. Services provided as “administrative case management”, including Medicaid eligibility determination, intake processing, preadmission screening for inpatient care, utilization review and prior authorization for Medicaid services are not reimbursable.
- k. Administrative functions for recipients under the Individuals with Disabilities Education Act (IDEA) such as the development of an Individual Education Plan and the implementation and development of an Individual Family Service Plan for Early Intervention Services are not reimbursable as case management services.

3. TARGET GROUP – NON-SERIOUSLY MENTALLY ILL (NON-SMI) ADULTS

A. Service Eligibility:

The determination for adults with a Non-Serious Mental Illness (NON-SMI) is made by a licensed, qualified mental health professional (psychiatrist, psychologist, licensed clinical social worker, licensed marriage and family therapist, or Master’s degreed psychiatric nurse).

B. Provider Qualifications:

Minimum qualification of a case manager providing services for NON-SMI adults are a service coordinator with a bachelor’s degree in a health-related field,

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

Registered Nurse (RN), Master's level professional (LCSW or LMFT), APN in mental health, psychologist, or mental health professional who works under the direct supervision of a person listed above.

C. Service Criteria:

Admission Criteria includes:

1. DSM, Axis I diagnosis, including V-codes (excluding dementia, mental retardation or primary diagnosis of a substance abuse disorder, unless these co-occur with another mental illness that meets DSM criteria.
2. Recipient requires assistance in obtaining and coordinating medical, social, educational and other support services.

D. Continuing Stay Criteria:

1. Continues to meet admission criteria.
2. Individualized care plan identifies all medical, social, educational and other support services currently being provided, as well as unmet needs of the recipient.
3. Documentation supports progress towards specific case management goals identified in the established care plan with barriers identified and addressed.

E. Discharge/Exclusionary Criteria:

1. No longer meets NON-SMI determination.
2. No longer meets the admission and continuing stay criteria.
3. Recipient or family chooses not to participate in the program or is non-compliant.
4. Recipient requires inpatient psychiatric hospitalization, IMD, or nursing facility placement.
5. Has sufficient support system to sustain stability not requiring unnecessary or frequent acute admission.

4. TARGET GROUP – ADULTS WITH A SERIOUS MENTAL ILLNESS (SMI)

- a. Reference definition under 2502.6
- b. Service Eligibility Determination

The determination for adults with a serious mental illness (SMI) is made by a licensed mental health professional (psychiatrist, psychologist, licensed clinical social worker, licensed marriage and family therapist, or master's degreed psychiatric nurse).

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

c. Provider Qualifications

Minimum qualification of a case manager providing services for SMI adults (which can only be provided by a state agency or organization affiliated with the University of Nevada School of Medicine) are a **case manager** with a bachelor's degree in a health-related field, **Registered Nurse (RN)**, master's level professional (LCSW or LMFT), APN-mental health, psychologist, or mental health professional who works under the direct supervision of a person listed above.

d. Service Criteria

1. Admission Criteria:

Must meet all of the following:

- a. DSM-IV, AXIS I or II, diagnosis (excluding V-codes, dementia, mental retardation or a primary diagnosis of a substance abuse disorder, unless these co-occur with another mental illness that meets DSM-IV criteria).
- b. Recipient requires assistance in obtaining and coordinating medical, social, educational and other support services.

2. Continuing Stay Criteria:

Must meet all of the following:

- a. Continues to meet admission criteria.
- b. Individualized **care** plan identifies all medical, social, educational and other support services currently being provided, as well as unmet needs of the recipient.
- c. Documentation supports progress towards specific case management goals identified in the case management **care** plan, and barriers have been identified and addressed.
- d. Treatment plan and goals must be established.

3. Discharge Criteria:

Must meet at least one of the following:

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

- a. No longer meets SMI determination.
- b. No longer meets the admission and continuing stay criteria.
- c. Admission into a psychiatric hospital, **IMD or nursing facility.**
- d. Recipient or family chooses not to participate in the program or is non-compliant.
- e. Has sufficient support system to sustain stability not requiring unnecessary or frequent acute treatment.

4. Exclusionary Criteria:

Must meet at least one of the following:

- a. No longer meets SMI Determination.
- b. No longer meets the admission and continuing stay criteria.
- c. Admission into a psychiatric hospital, nursing facility or **IMD.**
- d. Recipient chooses not to participate in the program or is non-compliant.
- e. **Has sufficient support system to sustain stability not requiring unnecessary or frequent acute treatment.**

5. **TARGET GROUP – NON-SEVERELY EMOTIONALLY DISTURBED (NON-SED) CHILDREN AND ADOLESCENTS**

a. **Service Eligibility Determination**

The determination for children and adolescents with a Non-Severe Emotional Disturbance (NON-SED) is made by a qualified mental health professional (psychiatrist, psychologist, LCSW, LMFT, or Master's degreed psychiatric nurse).

b. **Provider Qualifications**

The minimum qualifications of a case manager providing services for a Non-Severely Emotionally Disturbed (NON-SED) child are a case manager with a bachelor's degree in a health related field, doctorate degree and license in psychology, Registered Nurse (RN), Master's level professional, LCSW or

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

LMFT, APN mental health or IPN, or a mental health professional who works under the direct supervision of a person listed above and LCSW or LMFT interns that are supervised within the scope of their license.

6. TARGET GROUP – CHILDREN AND ADOLESCENTS WITH A SEVERE EMOTIONAL DISTURBANCE (SED)

a. Reference definition under 2502.8.

b. Service Eligibility Determination

The determination for children and adolescents with a Severe Emotional Disturbance (SED) is made by a licensed mental health professional (psychiatrist, psychologist, LCSW, LMFT or master's degreed psychiatric nurse).

c. Provider Qualifications

Minimum qualifications of a case manager providing services for Severely Emotionally Disturbed (SED) children and adolescents (which can only be provided by a state agency or organization affiliated with the University of Nevada School of Medicine) are a case manager with a bachelor's degree in a health-related field, Registered Nurse (RN), master's level professional (LCSW or LMFT), APN-mental health, psychologist, or mental health professional who works under the direct supervision of a person listed above.

d. Service Criteria

1. Admission Criteria:

Must meet all of the following:

- a. DSM-IV, AXIS I or II, diagnosis (excluding V-codes, dementia, mental retardation or a primary diagnosis of a substance abuse disorder, unless they co-occur with another mental illness that meets DSM-IV criteria).
- b. Recipient requires assistance in obtaining and coordinating medical, social, educational and other support services.

2. Continuing Stay Criteria:

Must meet all of the following:

- a. Continues to meet admission criteria.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

- b. Individualized **care** plan identifies all medical, social, educational and other support services currently being provided, as well as unmet needs of the recipient.
- c. Documentation supports progress towards specific case management goals identified in the case management **care** plan, and barriers have been identified and addressed.
- d. Treatment plan and goals must be established.

3. Discharge Criteria:

Must meet at least one of the following:

- a. No longer meets SED Determination.
 - b. No longer meets the admission and continuing stay criteria.
 - c. Recipient or family chooses not to participate in the program or is non-compliant.
 - d. Requires inpatient psychiatric hospitalization, NF or RTC placement.
 - e. Has sufficient support system to sustain stability not requiring unnecessary or frequent acute admissions.
4. Exclusionary Criteria:
- a. No longer meets SED Determination.
 - b. No longer meets the admission and continuing stay criteria.
 - c. Requires inpatient psychiatric, NF or RTC hospitalization .
 - d. Recipient or family chooses not to participate in the program.

7. TARGET GROUP – PERSONS WITH MENTAL RETARDATION OR RELATED CONDITIONS

- a. Reference definition under 2502.4.
- b. Service Eligibility Determination

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

The determination is made by a Qualified Mental Retardation Professional as defined in 42 CFR 483.430.

c. Provider Qualifications

1. Employee or contractor of the Division of Mental Health and Development Services (MHDS) or the Division of Child and Family Services (DCFS); and
 - a. Bachelor's level social workers licensed to practice in Nevada.
 - b. Registered Nurses (RNs) who are licensed in Nevada to practice professional nursing.
 - c. Disabilities specialist with at least a bachelor's degree in human sciences.
 - d. Psychologists licensed to practice in Nevada.
 - e. Child development specialist and psychology, nursing, or social work caseworker who works under the direct supervision of a person in classes a through d above.

d. Service Criteria

1. Admission Criteria:
Meets admission criteria addressed in 2502.4.a.
2. Continuing Stay Criteria:
Continues to meet admission criteria.
3. Discharge Criteria:
 - a. Does not meet admission criteria.
 - b. Recipient or family chooses not to participate in program or is non-compliant.
 - c. Admission into a hospital, nursing facility or Intermediate Care Facility for the Mentally Retarded (ICF/MR).
 - d. Has sufficient support system to sustain stability not requiring unnecessary or frequent acute admissions.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

4. Exclusionary Criteria:

- a. Does not meet admission criteria.
- b. Recipient is hospitalized or resides in an ICF/MR.
- c. Admission into a hospital, nursing facility or ICF/MR.

8. TARGET GROUP – DEVELOPMENTALLY DELAYED INFANTS AND TODDLERS UNDER AGE THREE

- a. Reference definition under 2502.2.
- b. Service Eligibility Determination

Eligibility is determined by a multidisciplinary team consisting of two early intervention professionals and the parent. Eligibility determination must include the following:

1. Be conducted by personnel trained to utilize appropriate methods and procedures;
2. Be based on informed clinical opinion; and
3. Include the following:
 - a. Review of pertinent records related to the child's current health status and medical history.
 - b. An evaluation of the child's level of functioning in each of the following developmental areas:
 1. Cognitive development.
 2. Physical development, including vision and hearing.
 3. Communication development.
 4. Social or emotional development.
 5. Adaptive development.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

- c. An assessment of the unique needs of the child including the identification of services appropriate to meet those needs.

- c. Provider Qualifications

Qualifications of a case manager providing services to an infant or toddler with developmental delays is an employee or contractor of the Department of Health and Human Services or one of its qualified Divisions; and

1. An individual with a Master's degree from an accredited college or university in early childhood special education, childhood human growth and development, psychology, counseling, social work, or a closely related field, or
2. An individual with a Bachelor's degree from an accredited college or university with major work in early childhood growth and development, early childhood special education, psychology, counseling, social work or a closely related field, and one year of full-time professional experience in an early integrated preschool program, mental health facility, or a clinical setting providing developmental or special education or treatment-orientated services to preschool or school age children with physical or mental disabilities, or emotional or behavioral disorders.

- d. Service Criteria

1. Admission Criteria:
 - a. Medicaid eligible
 - b. Meets criteria addressed in 2502.1a.
2. Continuing Stay Criteria:

Continues to meet admission criteria.
3. Discharge Criteria:
 - a. Does not meet admission criteria.
 - b. Child has demonstrated age appropriate skills for six consecutive months.
 - c. Child turns age three (3)

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

- d. Meets criteria for admission to an inpatient facility.
- e. Family chooses not to participate in the program or is non-compliant.
- f. Has sufficient support system to sustain stability, not requiring unnecessary or frequent acute admissions.

4. Exclusionary Criteria:

- a. Does not meet admission criteria.
- b. Child is age three (3) or older.
- c. Meets criteria for admission to an inpatient facility.
- d. Family chooses not to participate in the program or is non-compliant.

9. TARGET GROUP – JUVENILE PROBATION SERVICES (JPS)

- a. Reference definition under 2502.3
- b. Provider Qualifications

The organization providing case management services for Juvenile Probation Services must meet the following requirements:

- 1. A minimum of five years experience of working successfully with children and families in the target population, including a demonstrated capacity to provide all components of case management.
- 2. A minimum of five years experience in responding successfully to the needs of children and families in the target population on a countywide 24 hours 7 days a week basis.
- 3. A minimum of five years case management experience in coordinating and linking community medical, social, educational, or other resources needed by the target population on a countywide basis.
- 4. A minimum of five years working with the target population.
- 5. A minimum of five years experience in documenting and maintaining individual case records that is in accordance with all applicable state and federal requirements.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

6. A minimum of five years experience of demonstrated capacity in meeting the case management service needs of the target population.
7. Demonstrated capacity to provide training and supervision to individual case managers, including training pertaining to Medicaid-covered services.
8. Qualifications of individual case managers:
 - a. Bachelor's Degree in a related field; or equivalent college and field experience; and
 - b. Ability to work in and with legal systems, including the court system; and
 - c. Ability to learn state and federal rules, laws, and guidelines relating to the target population and to gain knowledge about community resources.
- c. Eligibility Determination
Medicaid eligible recipient's status is determined by the County Department of Juvenile Probation Services.
- d. Service Criteria
Medicaid eligible recipient is under the care of the County Department of Juvenile Probation Services. Scope of coverage services must be in accordance with federal regulations.
10. TARGET GROUP - CHILD PROTECTIVE SERVICES (CPS)
 - a. Reference definition under 2502.1
 - b. Provider Qualifications

The organization providing case management services for Child Protective Services (CPS) must meet the following requirements:
 1. A minimum of five years experience of working successfully with children and families in the target population, including a demonstrated capacity to provide all components of case management.
 2. A minimum of five years experience in responding successfully to the needs of children and families in the target population on a countywide 24/7 basis.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

3. A minimum of five years case management experience in coordinating and linking community medical, social, educational, or other resources needed by the target population on a countywide basis.
4. A minimum of five years working with the target population.
5. A minimum of five years experience in documenting and maintaining individual case records that is in accordance with all applicable state and federal requirements.
6. A minimum of five years experience of demonstrated capacity in meeting the case management service needs of the target population.
7. Demonstrated capacity to provide training and supervision to individual case managers, including training pertaining to Medicaid-covered services.
8. Qualifications of individual case managers:
 - a. Bachelor's Degree in a related field; or equivalent college and field experience; and
 - b. Ability to work in and with legal systems, including the court system; and
 - c. Ability to learn state and federal rules, laws, and guidelines relating to the target population and to gain knowledge about community resources.

c. Eligibility Determination

Medicaid eligible recipient's status is determined by the County's Department of Social Services CPS.

d. Service Criteria

Medicaid eligible recipient is under the care of the County's Department of Social Services CPS. Scope of services must be in accordance with federal regulations.

2503.1B RECIPIENT RESPONSIBILITIES

- a. Medicaid recipients, their families, or legal guardians are required to provide a valid Medicaid eligibility card to their **case management** service providers.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2503
MEDICAID SERVICES MANUAL	Subject: POLICY

- b. Medicaid recipients, their families, or legal guardians are expected to comply with the recipient's treatment **and** care plans.

2503.1C AUTHORIZATION PROCESS

Medicaid recipients are entitled to receive a maximum of thirty (30) hours of case management services per target group, per calendar month, per recipient. (Maximum hours do not apply to providers who are paid a capitated, per member/per month rate).

If the recipient requires more than the 30 hours per month the case manager must thoroughly document in the recipient's **case record** the justification for the additional hours **and submit a prior authorization request to the QIO-like vendor.**

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2504
MEDICAID SERVICES MANUAL	Subject: HEARINGS

2504 HEARINGS

Please reference Medicaid Services Manual, Chapter 3100 Hearings, for hearings procedures.

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2505
MEDICAID SERVICES MANUAL	Subject: REFERENCES AND CROSS REFERENCES

2505 REFERENCES AND CROSS REFERENCES

2505.1 POLICY RESOURCES

Please consult other Medicaid Services Manuals which may correlate with Chapter 2500, Case Management Services.

Medicaid Services Manuals:

1. Chapter 100 - Eligibility, Coverage and Limitations
2. Chapter 400 - Mental Health and Alcohol/Substance Abuse Services
3. Chapter 600 - Physician Services
4. Chapter 1000 – Dental Services
5. Chapter 1500- EPSDT (Healthy Kids)
6. Chapter 1900- Medical Transportation Services
7. Chapter 2900 -Mental Health Rehabilitation Treatment Services
8. Chapter 3100 - Medicaid Hearings Procedures
9. Chapter 3300 – Surveillance and Utilization Review
10. Chapter 3600 – Managed Care Organization

Nevada Check Up Manual:

1. Chapter 1000 - Nevada Check Up Program

2505.2 CONTACTS

a. STATE OFFICES

1. Central Office

Division of Health Care Financing and Policy
Nevada Medicaid Office
1100 E. Williams Street, Suite 101
Carson City, Nevada 89701
Telephone: (775) 684-3600

2. District Offices

Nevada Division of Health Care Financing and Policy, Medicaid District Offices (DOS) are listed in various Medicaid pamphlets. Local telephone numbers are:

Carson City	(775) 684-3651
Elko	(775) 753-1191

	MTL 34/08
DIVISION OF HEALTH CARE FINANCING AND POLICY	Section: 2505
MEDICAID SERVICES MANUAL	Subject: REFERENCES AND CROSS REFERENCES

Las Vegas
Reno - Bible Way

(702) 668-4200
(775) 687-1900

b. FISCAL AGENT - PROVIDER RELATIONS UNITS

Provider Relations Department
First Health Services Corporation
PO Box 30042
Reno, Nevada 89520-3026
Toll Free within Nevada (877) NEV-FHSC (638-3472)
Email: nevadamedicaid@fhsc.com

c. PRIOR AUTHORIZATION DEPARTMENTS

First Health Services Corporation

d. PHARMACY POINT-OF-SALE DEPARTMENT

First Health Services Corporation
Nevada Medicaid Paper Claims Processing Unit
PO Box C-85042
Richmond, VA 23261-5042
(800) 884-3238

f. BILLING

EDI Coordinator
P.O. Box 30024
Reno, Nevada 89520-3042
775-638-3472 (select option for "Electronic Billing")
Fax 775-784-7932
nvedi@fhsc.com