

## **Columbus Ohio Transitional Grant Area Medical Case Management Service Standards**

### **Application of Service Standards:**

The service standards outlined below apply to any agency receiving Ryan White Part A funding to provide Medical Case Management services within the Columbus TGA.

### **Service Category Definition:**

Medical Case Management is the provision a range of client-centered activities focused on improving health outcomes in support of the HIV care continuum. Activities may be prescribed by an interdisciplinary team that includes other specialty care providers. Medical Case Management includes all types of case management encounters, e.g., face-to-face, phone contact, and any other forms of communication. Key activities include:

- Initial assessment of service needs;
- Development of a comprehensive, individualized care plan;
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care;
- Continuous client monitoring to assess the efficacy of the care plan;
- Re-evaluation of the care plan at least every six (6) months with adaptations as necessary;
- On-going assessment of the client's and other key family members' needs and personal support systems;
- Treatment adherence counseling to ensure readiness for and adherence to complex HIV treatments; and
- Client-specific advocacy and/or review of utilization of services.

In addition to providing the medically oriented services above, Medical Case Management may also provide benefits counseling by assisting eligible clients in obtaining access to other public and private programs for which they may be eligible, e.g., Medicaid, Medicare, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer's Patient Assistance Programs, other state or local health care and supportive services, and insurance plans through the health insurance Marketplace/Exchanges.

### **Client Eligibility Requirements:**

Ryan White Part A funded services are available to any individual who meets the following guidelines:

- Diagnosis of HIV/AIDS;
- Resides within the Columbus TGA (Delaware, Fairfield, Franklin, Licking, Madison, Morrow, Pickaway, or Union county); and
- Low-income as defined as less than 500% of federal poverty level (FPL).

Eligible clients may have health insurance through public and private sources. Ryan White services are available to meet unmet medical and support service needs, as payer of last resort.

## Forms:

All agencies receiving Ryan White Part A funding to provide Medical Case Management Services are required to utilize standardized forms provided by Columbus Public Health:

- RW Case Management Supervision Log
- RW Client Intake Form
- RWA Eligibility Form—Initial Assessment
- RWA Eligibility Form—Six Month Review
- RWA Eligibility Exception Form
- MAGI Worksheet
- RW Case Management Expectations of Care Form
- Central Ohio HIV Case Management Network Release
- RW Psychosocial Assessment Form
- RW Medical Case Management Client Historical Assessment
- GAD-7, PHQ-9, DAST-20
- RW Case Management Individualized Service Plan
- RW Client Transfer and Case Conference Form
- RW Client Case Closure Form
- RWA Patient Approval Form
- RWA Referral for Mental Health Services Form
- RWA/HOPWA-STRMU Housing Referral Form
- Central Ohio HIV Housing Network Release Form
- RWA/HOPWA-STRMU Housing Service Limit Exception Form
- RWA Bus Pass/Gas Card Request Form
- RWA Transportation Assistance Form

	Standard	Measure
<b>1.0</b>	<b>Agency Policies</b>	
1.1	Licensure: Medical Case Management agencies have licenses from appropriate licensing agencies	Proof of licenses and accreditations on file with agency
1.2	Hours of Operation: Medical Case Management agencies have operating hours	Documentation of hours of operation along with protocol for client emergency needs outside of operating hours on file with agency
1.3	Special Service Needs: Medical Case Management agencies comply with the Americans with Disabilities Act (ADA)	Policy on responding to clients with special needs on file with agency
1.4	Cultural and Linguistic Competency: Medical Case Management agencies adhere to the national standards on Culturally and Linguistically Appropriate Services (CLAS)	Policy on responding to clients with cultural and linguistic diversity, including interpretation and translation services, on file with the agency
1.5	Privacy and Confidentiality: Medical Case Management agencies have a structure in place to allow for the sharing and/or exchanging of client information in a confidential manner and complies with the Health Insurance Portability and Accountability Act (HIPAA)	Policy on protecting client information on file with the agency
1.6	Client Rights and Responsibilities: Medical Case Management agencies assure services are provided within the client's rights	Statement of client rights and responsibilities posted and/or accessible to clients within the agency
1.7	Health and Safety: Medical Case Management agencies have established health and safety procedures	Policy on health and safety procedures on file with the agency
1.8	Data Collection: Medical Case Management agencies have procedures in place to assure the timely submission of data into CAREWare	Agencies report mandated individual client level data for each Ryan White Part A eligible visit/contact in CAREWare by the 15 <sup>th</sup> of the following month
1.9	Grievance: Medical Case Management agencies have an established system for grievances about the operation of the service program	Policy on grievance procedures on file with the agency
1.10	File Retention: Medical Case Management agencies will assure active and inactive client files will be maintained in a locked location	Policy on retention procedures on file with the agency
<b>2.0</b>	<b>Medical Case Management Personnel</b>	
2.1	Staff Qualifications: Medical Case Managers will have: <ul style="list-style-type: none"> <li>• a minimum of a bachelor's degree in social work</li> <li>• a current license in social work provided by the Ohio Counselor, Social Worker and Marriage and Family Therapist Board</li> </ul>	Documentation in personnel files
2.2	Training: Medical Case Management personnel will annually participate in a minimum of ten (10) hours of training that is available and relevant to their position and working with individuals living with HIV/AIDS and the affected community: <ul style="list-style-type: none"> <li>• HIV-specific training (five hours)</li> <li>• Support service training (five hours)</li> </ul>	Training documentation in personnel files
2.3	Coordination: Medical Case Management personnel will attend 100% of quarterly CRUNCH meetings, or provide an excused absence to Columbus Public Health	Attendance record from quarterly CRUNCH meetings

	Standard	Measure
<b>2.0</b>	<b>Medical Case Management Personnel, continued</b>	
2.4	Supervision: All Medical Case Managers will receive supervision: <ul style="list-style-type: none"> <li>provided by an LISW-S, or a registered nurse in the absence of an LISW-S</li> <li>a minimum of four hours/month for each full-time equivalent and two hours/month for each part-time equivalent</li> </ul>	Documentation of the Ryan White Case Management Supervision Log
2.5	Case Load: Medical Case Managers will manage client caseloads with a total acuity of no more than 1,500	Documentation of total acuity score per caseload per Medical Case Manager
<b>3.0</b>	<b>Client Eligibility</b>	
3.1	Client Intake: Clients will participate in an interview in-person or over the phone to determine preliminary eligibility qualifications and the need for an assessment	Completed Ryan White Client Intake Form in client file
3.2	Eligibility Certification: Clients preliminarily determined eligible for Ryan White Part A services will meet with a Medical Case Manager to: <ul style="list-style-type: none"> <li>make a final determination of eligibility</li> <li>collect documentation including HIV status, residency, and income along with insurance information</li> </ul>	Completed Ryan White Part A Eligibility Form—Initial Assessment in client file along with supporting documentation of HIV status, residency, income, and insurance <ul style="list-style-type: none"> <li>Documentation in client file of efforts to contact client to schedule intake appointment within two business days of case assignment</li> </ul>
3.3	Eligibility Re-certification: Clients must be re-certified for Ryan White Part A services every six months by meeting with a Medical Case Manager to: <ul style="list-style-type: none"> <li>maintain eligibility</li> <li>collect documentation including residency and income along with insurance information</li> </ul>	Completed Ryan White Part A Eligibility Form—Six Month Review in client file along with supporting documentation of residency, income, and insurance
3.4	Eligibility Exception: Medical Case Managers will complete eligibility exception requests on behalf of individuals who do not meet eligibility requirements. Eligibility exceptions are made on a case-by-case basis and are determined by the identified cause for the request and the availability of funding as outlined in the Ryan White Part A Eligibility Policy	Completed Ryan White Part A Eligibility Exception Form along with the written decision from Columbus Public Health in client file, as needed
3.5	Payer of Last Resort: Medical Case Managers will make reasonable efforts to identify and secure other funding sources outside of Ryan White funds whenever possible	Documentation of efforts to secure other funding sources in client file
<b>4.0</b>	<b>Client Rights and Privacy</b>	
4.1	Expectations of Care: Clients will be provided with information about the Ryan White Case Management program upon entrance into the program	Completed Ryan White Case Management Expectations of Care Form in client file
4.2	Network Release: Clients will be informed annually of how their information will be accessed and/or released/shared by the Central Ohio Network	Completed Central Ohio HIV Case Management Network Release completed annually in client file
4.3	Privacy and Confidentiality: Clients will be informed of the Medical Case Management agency's privacy and confidentiality policies	Documentation in client file

	Standard	Measure
<b>4.0</b>	<b>Client Rights and Privacy, continued</b>	
4.4	Grievance: Clients will be informed of the Medical Case Management agency's grievance policy including information about submitting unresolved grievances related to Ryan White Part A grant-supported services to 614.645.2273 (CARE)	Documentation in client file
<b>5.0</b>	<b>Assessment and Service Plan</b>	
5.1	Assessment: Clients will be interviewed, assessed, and evaluated at least annually to determine client acuity and amount and/or type of care to be provided through Ryan White services	Completed annual Ryan White Medical Case Management Psychosocial Assessment in client file <ul style="list-style-type: none"> <li>• Documentation of efforts by Medical Case Manager to schedule initial Psychosocial Assessment to occur within two weeks of initial contact with newly assigned client</li> <li>• Acuity score entered into CAREWare by the 15<sup>th</sup> of the following month</li> </ul>
5.2	Screens: Clients will be screened by Medical Case Managers based upon results of the Psychosocial Assessment and/or client request/need: <ul style="list-style-type: none"> <li>• Client Historical Assessment</li> <li>• Anxiety Screen (GAD-7)</li> <li>• Depression Screen (PHQ-9)</li> <li>• Substance Abuse Screen (DAST-20)</li> </ul>	Completed screens, as needed, in client file
5.3	Service Plan - Annual: Clients will have an individualized service plan with at least one active medical goal along with active or deferred goals for all areas of functioning rated with moderate or intensive need on the completed Psychosocial Assessment	Completed Annual Ryan White Case Management Individualized Service Plan in client file with documentation of: <ul style="list-style-type: none"> <li>• At least one active medical goal</li> <li>• Active and deferred goals for all areas of functioning rated with moderate or intensive need from the Psychosocial Assessment</li> </ul>
5.4	Service Plan – Six Month Review and Update: Clients re-certified for Ryan White Part A services will have an individualized service plan reviewed and updated every six months with at least one active medical goal along with active or deferred goals for all areas of functioning rated with moderate or intensive need on the completed Psychosocial Assessment	Completed Ryan White Case Management Individualized Service Plan Six Month Review and Update in client file with documentation of: <ul style="list-style-type: none"> <li>• At least one active medical goal</li> <li>• Active and deferred goals for all areas of functioning rated with moderate or intensive need from the Psychosocial Assessment</li> </ul>
5.5	Client Contact: Clients will be contacted by Medical Case Managers for service coordination and/or follow-up as needed and based upon acuity scores at a minimum of every: <ul style="list-style-type: none"> <li>• Six months (acuity score of 2 – 20)</li> <li>• Three months (acuity score of 21 – 44)</li> <li>• Month (acuity score of 45 – 99)</li> </ul>	Documentation of dates of contact with client in client file

	Standard	Measure
<b>5.0</b>	<b>Assessment and Service Plan, continued</b>	
5.6	Case Note Documentation: All contact with and/or on behalf of the client will be documented in case notes	Case note documentation in client file including information: <ul style="list-style-type: none"> <li>• about the provision of translation and/or interpretation services;</li> <li>• about the service provided to the client;</li> <li>• exchanged and/or released with a third party;</li> <li>• provided by the Medical Case Manager to the client;</li> <li>• provided by the client to the Medical Case Manager; and/or</li> <li>• related to eligibility, care, and/or follow-up</li> </ul>
5.7	Accessing Ryan White Part A Services: Clients may be linked to Ryan White Part A services through their Medical Case Manager: <ul style="list-style-type: none"> <li>• Outpatient/Ambulatory Medical Care;</li> <li>• Mental Health</li> <li>• Housing; and</li> <li>• Medical Transportation</li> </ul>	Completed Ryan White Part A forms in client file for requested/needed services: <ul style="list-style-type: none"> <li>• RWA Patient Approval;</li> <li>• RWA Referral for Mental Health Services;</li> <li>• RWA/HOPWA-STRMU Housing Referral;</li> <li>• Central Ohio HIV Housing Network Release;</li> <li>• RWA/HOPWA-STRMU Service Limit Exception; and/or</li> <li>• RWA Transportation Assistance</li> </ul>
<b>6.0</b>	<b>Client Transfer and Case Closure</b>	
6.1	Client Transfer: Clients may transfer to another Case Manager or medical case management agency at the request of the client, due to a medical case manager leaving their position, and/or due to the service needs of the client	Completed Ryan White Client Transfer and Case Conference form in client file <ul style="list-style-type: none"> <li>• Documentation in case file of case conference completion prior to the client being contacted</li> <li>• Documentation in case file of contact with transferred client within five business days of case transfer</li> </ul>
6.2	Case Closure: Clients will be closed from Medical Case Management for the following circumstances: <ul style="list-style-type: none"> <li>• Client moves outside of the service area;</li> <li>• Client is/will be incarcerated for more than six months;</li> <li>• Client request;</li> <li>• Client has zero or low acuity score;</li> <li>• Client is lost to care when certification is 30 days past due and does not reply after a combination of three attempts; and/or</li> <li>• Client death</li> </ul>	Completed Ryan White Client Case Closure Form in client file along with documentation of: <ul style="list-style-type: none"> <li>• Allowable circumstances for case closure</li> <li>• Three attempts to contact clients who cannot be contacted 30 days following their eligibility renewal date</li> </ul>

## SIGNATURES

I have reviewed this document and endorse it as the Medical Case Management Service Standards for the Columbus TGA:

Not appointed at this time \_\_\_\_\_

Name

Planning Council Chair

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date



Lynn Kidd

Planning Council Chair

4 / 26 / 19

Date



Terence Theis

Planning Council Chair

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Date



Sean Hubert

Ryan White Director

4 / 23 / 19

Date