

Case Management

Systematic, outcome focused needs-based activity that assists Covered Individuals and their Families by locating, linking, coordinating, and facilitating access to needed services. The primary focus of Case Management is on linkage and coordination of community supports and resources and not on the direct delivery of those supports and resources by the Case Manager.

Case Management:

- Generally must be provided face-to-face or by telephone contact with the Covered Individual and/or Family.
- May include time spent by the Provider in collateral contacts
- Can be provided in the Covered Individual/Family's home, school, community, or institutional setting.
- Addresses identified needs of the Individual/Family as determined by the Child and Family Team
- Activities must directly benefit the Covered Individual
- Must be provided as a 1:1 service with the Covered Individual and/or Family
- Does not include the travel time of the Service Provider to-and-from the location of service, unless the Covered Individual/Family Member is present in the Provider's vehicle
- Cannot be provided by someone who resides in the same residence as the Covered Individual/Family
- Does not include time waiting to provide service

Unit of Service: 15 minutes

Credentialing Requirement: Minimum of a High School Diploma or GED with at least one year experience with the target population or Bachelors Degree in a Human Service field.