

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Consumer Related

**SUBJECT:** Case Management

**EFFECTIVE DATE:** July 1987

**POLICY NO:** 05-007

**PAGE(S):** 1 of 2

**Licensing Regulation  
Reference: 30-63-32**

**Policy:**

Case management provides support to eligible persons by developing, linking, coordinating and monitoring services, supports and resources. The goals of case management are to: 1) promote maximum independence and successful inclusion into community living for individuals; 2) maximize individual's freedom of choice, control, integration and individualization; 3) maintain accountability and continuity of services and supports to individuals and their families for as long as services are required.

**Qualifications:**

- A. No case manager shall provide any other direct service except case management services to any person receiving any other type of direct service from Cottonwood, Inc.
  - B. No case manager shall be supervised by anyone directly responsible for the provision of any other type of direct service provided to any person or responsible for supervision of those services.
  - C. Each case manager shall comply with the division's "rules of conduct for case managers serving people with developmental disabilities," as adopted on October 25, 2003 and all subsequent revisions, and hereby adopted by reference.
  - D. Each case manager shall maintain documentation that shows that within 90 calendar days of either the case manager's initial employment or following an announcement by the division posted upon the division's web site of a revision of the division's required assessment, whichever comes later, the case manager has completed and passed the required assessment that has been established by the division and that has been included in the division's case management-related training; and
  - E. Each case manager shall have the following documented qualifications:
    - a. a minimum of six months of full-time experience in the field of human services; and
    - b. either a bachelor's degree or additional full-time experience in the field of developmental disabilities services, which may be substituted for the degree at the rate of six months of full-time experience for each missing semester of college.
- 1.) Case management services shall assist the person and the person's support network to identify, select, obtain, coordinate, and use both paid services and natural supports that are available to that person to enhance the person's independence,

integration, and productivity consistent with the person's capabilities and preferences as outlined in the person's person-centered support plan. Case management services shall include the following:

- A. assessment, including an ongoing process for the identification of the person's needs, the determination of a person's preferred lifestyle, and the resources that are available to the person, through both formal and informal evaluation methods;
- B. support planning, with the participation of the person and the person's support network, including the development or assistance in the development, updating, and reviewing of the person's person-centered support plan and any related service or support plan, building upon assessment information to assist the person in meeting the person's needs and achieving the person's preferred lifestyle; and
- C. providing assistance to the person in being knowledgeable about the types and availability of community services and support options, in receiving information regarding the rights of persons served pursuant to the developmental disabilities reform act and implementing regulations, the content of which shall be approved by the commission, and in obtaining the community services and supports of the person's choice;
- D. support coordination, including the following:
  - a. arranging for and securing supports outlined in the person's person-centered support plan; and
  - b. developing and accessing natural supports and generic community support systems, including pursuing means for gaining access to needed services and entitlements, and seeking modification of service systems when necessary to increase the accessibility to those systems by the person;
- E. monitoring and follow-up, including ongoing activities that are necessary to ensure that the person-centered support plan and related supports and services are effectively implemented and adequately addressing the needs of the person; and
- F. assisting transition and portability, including the planning of and arranging for services to follow the person when the person moves between any of the following:
  - a. From school to the adult world;
  - b. from an institution to community alternatives;
  - c. from one kind of service setting to another kind of service setting;
  - d. from one provider to another provider; or
  - e. from one service area to another service area

2. Cottonwood, Inc. will bill Medicaid for Targeted Case Management services provided to an individual. If the individual is not eligible for Medicaid, they will be billed directly for Targeted Case Management services based on an established fee schedule. Billing documentation by month will be kept in notebooks and/or electronically stored on appropriate network drive(s) under the supervision of the Director of Support Services. (See billing procedure #8 "Non-Medicaid TCM Billing" from Billing Systems notebook)