

Medicaid Targeted Case Management Utilization Review

Division of Behavioral Health
Quality Assurance Team
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Disclaimer

- Materials presented today are not comprehensive. This training does not take the place of reading the provider policy and procedure manual. Prior to treatment, all beneficiaries must meet criteria for medical necessity for that service. All information in this presentation pertains to South Carolina Department of Health and Human Services Healthy Connections (SCDHHS) Medicaid beneficiaries.

Purpose of the Orientation

- To act as a guide for Medicaid Targeted Case Management (MTCM) providers who are learning about South Carolina Medicaid policy and procedures prior to rendering MTCM.
 - While this presentation is designed to enhance understanding of the Medicaid standards regarding the MTCM Policy Manual, all aspects and policy are not covered in this presentation. Please review the MTCM Manual and the Administrative and Billing Manual.
- To help providers avoid potential Medicaid recoupment.

MTCM Contact

- Providers must meet MTCM contact requirements.
- For Healthy Connections Medicaid purposes, a face-to-face contact is preferable with phone and/or email contact being acceptable if necessary.
 - **Note:** All contacts must comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and confidentiality laws.

MTCM Contact (Cont.)

- An MTCM contact is defined as any of the following:
 - A contact with the beneficiary to render one or more MTCM components. A face-to-face contact is defined as a planned, in-person contact requiring travel away from the office to meet with the MTCM beneficiary, parent, guardian or provider.
 - **Note:** Electronic visual encounters (e.g., Skype, teleconferencing or other media) with the beneficiary are **not** considered a face-to-face contact and will be reimbursed at the T1016 MTCM encounter rate.
 - A telephone contact is in lieu of a face-to-face contact when environmental considerations preclude a face-to-face encounter, for the purpose of rendering one or more MTCM components. Documentation must include details precluding a face-to-face encounter.
 - A relevant email contact via secured transmittal, on behalf of the beneficiary for the purpose of rendering one or more MTCM components.

Frequency of MTCM Contacts

- The frequency of contact with each beneficiary must be determined based on their individual needs.
- Services must be provided within the maximum frequency authorized on the case management plan (CMP).
- MTCM mandatory contacts include:
 - Face-to-face at least once every 180 days.
 - At least one annual face-to-face visit in the beneficiary's residential setting or in the beneficiary's natural environment under the following circumstances:
 - Homelessness
 - Beneficiary or homeowner's refusal to allow access to the home
 - Documented criminal or violent behavior or isolation that places the Case Manager in danger.
 - When these circumstances exist, the assessment and CMP should address safety issues or housing concerns for the beneficiary.
- Face-to-face, email or telephone contact with the beneficiary, his or her family, authorized representative, legal guardian or provider is required at least once every 60 calendar days or more frequently based on client need.

