

Medicaid Targeted Case Management Case Notes/Activity Notes

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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.

Case Notes Overview

- Documentation must be completed for each specific case management activity rendered to a beneficiary.
- If multiple MTCM components are provided at the same time, activities may be documented in the same note.
- Each component provided must be listed in the activity note.
- Entries to the MTCM record should be made at the time the activity is rendered or shortly thereafter.
- Activity notes must correspond to billing in type of activity, length of activity, units of service and date of delivery. Activity note entries must be individualized (i.e., does not include the name of another beneficiary) and specific to each beneficiary.

Case Notes Overview (Cont.)

- Each beneficiary or involved party referenced in the activity note documentation or electronic mail messages must be identified by their full name at least once on each page of the activity note.
- A separate list located in the record with the title or relationship to the beneficiary must also be included (e.g., Mary Smith, mother; or Ms. Ida Jones, teacher), if not fully documented in the activity note.
- All MTCM activities, including written correspondence, assessment and/or CMP updates, and completion of reports must be referenced in the activity note.
- The documentation must clearly identify where the information is located in the beneficiary's record.

Components of Case Notes

- Activity notes must include:
 - Type of case management activity and MTCM component being provided.
 - Type of contact (face-to-face or telephonic).
 - Place of contact or activity.
 - Person with whom the contact occurred and relationship to the beneficiary.
 - Purpose of the contact or activity.
 - Description of the MTCM intervention delivered.
 - Outcome(s) of the contact activity.
 - Next step(s) for that activity note – follow-up needed (if applicable).
 - Signature, title and signature date of the qualified staff person(s) who rendered the case management activity.
 - Must be filed or entered in the beneficiary's record within seven calendar days of delivery of the activity.

Misplaced/Late Entries and Addendums

- Misplaced/late entries may sometimes be necessary to handle omissions in the documentation. SCDHHS' expectation is that timeliness guidelines will be met and that exceptions are rare occurrences. Frequent occurrences will result in review and may result in recoupment.
- The late or misplaced entry must be recorded in the following manner:
 - Document the date the activity occurred.
 - “Misplaced Entry” or “Late Entry” with the actual date of the activity is entered on the first line of the activity note. A brief explanation causing the misplaced or late entry is recorded.
 - The activity note is recorded to document the MTCM activity, behaviors, provision of service and components of a billable activity, when appropriate.
- An “addendum” to an activity note is utilized when adding additional data or correcting information in the text entry. Documentation should be labeled as an addendum and follow other requirements for documenting case activity.

