

Medicaid Targeted Case Management Referral and Linkage

Division of Behavioral Health
Quality Assurance Team
2021

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.

Referral and Linkage

- Beneficiaries should be linked with medical, social, educational, and/or other providers, programs, and services that are able to provide services as specified in the case management plan (CMP).
- Health care needs should be coordinated and monitored by arranging appointments for medical services with follow-up and documentation.
- The beneficiary should be referred to agencies capable of providing services that address identified needs.
- Documentation must demonstrate the beneficiary is involved in the selection of a provider when appropriate (i.e., the activity note must include documentation acknowledging how the beneficiary was included in the selection of a provider).
- The MTCM case manager must verify the beneficiary and provider have connected prior to the sixty (60) days required for monitoring.

