



Responses to Questions Related to CCW Case Management Rates Effective July 1, 2021

The Division of Healthcare Financing (Division) received several questions related to monthly documentation requirements.

Case managers for participants of the Community Choices Waiver (CCW) will be required to conduct monthly evaluations of each participant in order to bill for the monthly service. These monthly visits do not require an in-person meeting; however, an in-person visit will be required quarterly. The Division recognizes that case managers often meet with participants more frequently than once a month. Case managers will need to document the services provided, and can bill for the monthly unit as long as services are provided in accordance with the service definition.

The Division received several questions related to billing a monthly unit in the same month that a plan development unit is billed.

Case managers may bill for the monthly unit in the same month that they bill for annual service plan development, as long as services are provided in accordance with the service definition. If the case manager is billing for the development of an *initial* plan, billing for monthly monitoring will not be allowed.

The Division received several questions related to billing a plan development unit for modifications to service plans.

Case managers cannot bill a plan development unit when they modify a service plan. Modifications to a service plan are included in the monthly monitoring rate. Only one plan development unit is allowed per plan year.

Do the proposed case management rates cover all case management types, such as those provided for participants in assisted living facilities, or those who self-direct?

Yes, the reimbursement amount is the same for case management services regardless of the participant's setting or service delivery options.

The Division received several questions and comments related to the rate methodology and implementation date.

The CCW rates will be implemented on July 1, 2021. The methodology is explained in the [Community Choices Waiver State Fiscal Year \(SFY\) 2022 Provider Rate Study Report](#), which is available on the Public Notices, Regulatory Documents, and Reports page of the Division's website.

The Division received several requests to reconsider this rate change, particularly because the commenters did not feel that the methodology fully included all elements of day-to-day case management.

To support the development of CCW rates, Guidehouse, the contractor secured to conduct the rate study, and the Division assembled a Provider Team consisting of small and large provider organizations and case management agencies. This team was charged with reviewing data sources used to inform rate components, reviewing definitions for occupations to determine alignment with CCW service providers, providing guidance on provider survey questions, and reviewing survey findings for service-specific staffing and

supervisor span of control ratios to provide context and identify outliers. Additionally, providers and case management agencies were strongly encouraged to participate in a provider survey.

The Division is confident that the rate methodology outlined in the CCW SFY2022 Provider Rate Study accurately reflects the cost of providing CCW services, including case management services.

How will the enhanced federal funds available through the American Rescue Plan Act of 2021 impact case management reimbursement rates?

At this time, no final decisions have been made regarding spending priorities for the temporary, enhanced federal funding. The Division will provide further information on this matter as soon as possible.