

Kenosha County Department of Human Services

Medicaid Newsletter

"A Newsletter intended for all Contracted Providers of Medicaid services for
Kenosha County Department of Human Services"

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TCM (Targeted Case Management)

- ❖ Case manager's credentials should be everywhere the case manager's name and/or signatures are located.
- ❖ The Assessment is a crucial phase of TCM; it must show the need to perform case management services. If everything is going well in the family, there is no need for TCM.



What IS "Ongoing" ?

The ongoing phase can be confusing for people, especially when an agency also provides direct services.

Here are some examples of billable activities as long as each is case specific:

- ✓ Calling doctors' offices, dentists' offices and therapists to find out if they accept the client's insurance or HMO
- ✓ Setting up transportation for clients to medical and other appointments
- ✓ Asking the client how things are going
- ✓ Asking providers how the client is doing with the service they are providing
- ✓ Researching resources for the client and explaining the resources to the client
- ✓ Conducting team meetings with family and service providers to make sure that everyone is aware of goals and working towards them
- ✓ Recordkeeping
- ✓ Staffing with direct supervisor

If you are unsure about a specific activity, contact me to clarify, I'd be happy to assist!

CSP (Community Support Program)

As mentioned in the last newsletter, CSP had an onsite visit from the State for re-certification. The review went extremely well. There was a recommendation to keep all paperwork pertaining to the case for a two year period in the file. There were no citations and CSP was recertified for two years, the maximum allowed. Great job to all the CSP workers and staff!

be led by consumers.

When in doubt.....

As always, if you have any questions or concerns, please contact me. I am available by phone, email or in person.

CCS (Comprehensive Community Services)

The Division of Quality Assurance was here for an onsite review for CCS on April 11th, 2013. The review went extremely well. There were no citations given and a recommendation to keep doing what we are doing as everything looked wonderful. Kenosha County was recertified for two years, the maximum allowed. It has been a good year for reviews, but we continue to look for ways to improve in all programs.

The CCS Coordination Committee was looking for ways to expand. In lieu of this, the committee has opened the door to CSP consumers and the hope is that the committee will soon