

NON-MEDICAL CASE MANAGEMENT SERVICES

A. DEFINITION:

Non-Medical Case Management includes the provision of advice and assistance in obtaining:

- medical
- social
- community
- legal
- financial
- other needed services

Non-medical case management does not involve coordination and follow-up of medical treatments, as medical case management does. NOTE: The provision of advice is to be based on the professional parameters of the non-medical case manager.

B. GOAL(S):

1. Clients will be provided Non-Medical Case Management services that support the clients' linkage to, and retention in medical care.

C. SERVICES:

Non-Medical Case Management services are designed to facilitate access to, and retention in medical care and other needed community services.

D. STAFF QUALIFICATIONS:

1. Non-Medical Case managers will have a Bachelor's Degree in a licensed field or 3 years of experience.
2. Case Management Supervisors will have a Master's Degree in Social Work or comparable human service field and minimum 2 years of experience in direct service or case management **OR** Bachelor's Degree in Social Work or comparable human service field and minimum of 4 years of experience in direct service or case management.

E. QUALITY MANAGEMENT:

Program Outcome:

- 90% of client charts reviewed demonstrate support of the clients’ health by increasing access to services and/or resources necessary to reduce barriers to care.

Indicators:

- Number of client charts that have documentation of access to primary medical care and other needed community services

Service Unit(s):

- Number of clients accessing Non-Medical Case Management services

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
Central Eligibility: Central Eligibility Services will be provided to all individuals presenting for Ryan White Part A services, to determine eligibility and individual client referral needs.	New or returning to care clients: Client chart documents an intake assessment, with offered referrals to medical case management services.	Number of compliant client charts	Number of clients	Client Files CAREWARE	90% of client charts reviewed demonstrate support of the clients’ health by increasing access to services and/or resources necessary to reduce barriers to care.
	Renewing clients: Client chart documents that appropriate referrals were made based on identified client need.	Number of compliant client charts	Number of clients		
Client Contact, Identification of Resources and Referrals: Initial, client contact with the non-medical case manager will be initiated by client request or referral	Client chart documents that case managers contact with client occurred within 10 business days of client request or referral.	Number of compliant client charts	Number of clients	Client Files CAREWARE	90% of clients contacted within 10 business days of client request or referral
	Client chart documents the	Number of	Number of	Client Files	90% of client charts documents

	<p>circumstances regarding why the case manager’s contact with the client did not occur.</p> <p>Client chart documents the identification of applicable resources, that the client was informed of those resources, and the provision of appropriate referral/interventions</p> <p>Client chart contains documentation of:</p> <ul style="list-style-type: none"> • Date of each encounter • Type of encounter (e.g. fact to face, telephone etc.) • Duration of encounter • Client’s request and disposition of request • Key activities, including interventions and referral services. 	<p>compliant client charts</p> <p>Number of compliant client charts</p> <p>Number of compliant client charts</p>	<p>clients</p> <p>Number of clients</p> <p>Number of clients</p>	<p>CAREWARE</p> <p>Client Files CAREWARE</p> <p>Client Files CAREWARE</p>	<p>why contact did not occur</p> <p>90% of client charts document the identification of applicable resources, client was informed of those resources and the provision of appropriate referral/interventions</p> <p>90% of client charts contain appropriate documentation.</p>
<p>Supervisor Review: Supervisor completes a monthly review of a sample of client charts to ensure all required record components are present.</p>	<p>The supervisor will sign and date each client record reviewed, and maintain a record of all charts reviewed. At a minimum, the sampling methodology will either comply with HIVQUAL standards or equal 20% of all client charts for each month.</p>	<p>Number of compliant client charts</p>	<p>Number of clients</p>	<p>Client Files CAREWARE</p>	<p>90% of sampled client charts reviewed by supervisor</p>
<p>Case Closure: A client chart will</p>	<p>The client’s chart includes a</p>	<p>Number of</p>	<p>Number of</p>	<p>Client Files</p>	<p>90% of case closures have</p>

<p>be closed when deemed necessary by client circumstances, including but not limited to, verifiable notification of client's death, moving out of the Phoenix EMA, lost to contact, or documented client-initiated withdrawal from the Ryan White Part A program. Any client who has no contact with the case management agency after a three year period may have their case closed and the client's file will be handled in accordance with the agency's record retention policy.</p>	<p>closure note which documents criteria for closure within ten business days of notification of the status change.</p>	<p>compliant charts</p>	<p>clients</p>	<p>CAREWARE</p>	<p>documentation of case closure and reason in client files.</p>
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