Case management redesign - updates on draft service design
HCBS Partner Panel
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Community and Care Integration Reform | Community Supports and Health Care Administrations
The initial design team was created to draft a definition for the service of case management and create a foundational set of standards around the delivery of the service so that people know what they can expect and rely on.

The primary purpose of this team was to create a draft service design to be reviewed more broadly so that as many people as possible can provide input into the design.
Community events

Additional sites for community events may be added.
Draft service design

• Includes **foundational policies and expectations** that would be required of all case management services.

• The foundational policies and expectations will be expanded upon to reflect additional expectations based on the needs of a specific population, expertise needed to provide the service to a specific population or to meet federal requirements for specific service areas.
Vision for case management

Services are simple, flexible, person-centered, culturally responsive, universally available to those who qualify for them, and are effective in assisting people and families to access formal and informal supports.
Goals of case management

• Assist people and families to access formal and informal services and supports that help people achieve their goals and meet their basic needs

• Promote health, safety, and stability across settings and situations

• Support individually meaningful connections to family, friends and communities

• Support the quality of life as defined by the person
Service design components (assess, plan, refer, monitor)

• Expected activities
• Standards for how the service should be delivered
• Policies regarding implementation of the service component
Draft service design - highlights

• Solidified definitions and expectations

• Person at the center

• Elements that must be included in an assessment within case management

• Elements that must be included in a plan

• Expectations of communication and delineating roles when someone has more than one case manager or care coordinator
Call for input

Read the draft service design

Submit your feedback online

2/8/2019

https://mn.gov/dhs/case-management-redesign
• Continue to gather feedback on the draft service design

• Summarize and share the input with the initial design team who will help to finalize recommendations for a legislative proposal
Overall timelines

• Nov, 2018-April, 2019:
  • Share draft service design with stakeholders and community members to gather feedback
    • Expert review group
    • Statewide (meetings, in-person, survey)
  • Develop and model alternative rate methodologies
• May, 2019- Sep, 2019: Finalize service design, finalize timeline for implementing changes to the service design and payment methodologies, work with stakeholders to scope legislative proposal
• 2020 session: Statutory language will need to pass in order to implement changes in 2021 to meet CMS expectation related to county negotiated rates
Time for feedback on draft service design