Targeted Case Management changes for face-to-face contact requirements

TOPIC
Policy modification to Targeted Case Management services to allow telephone and video-conferencing in place of face-to-face contact during the COVID-19 pandemic.

PURPOSE
Instructions for claiming Medical Assistance reimbursement for telephone and video-conferencing in place of face-to-face contacts for child welfare targeted case management (CW-TCM), children’s mental health targeted case management (CMH-TCM), adult mental health targeted case management (AMH-TCM), vulnerable adult targeted case management (VA-TCM), and adult with developmental disability targeted case management (DD-TCM).

CONTACT
For child welfare targeted case management policy or fiscal questions:

- Dhs.csp.cwtcm@state.mn.us, or Luke Simonett, 651-431-4528, Luke.Simonett@state.mn.us

For adult developmental disability targeted case management policy or fiscal questions:

- Disability Services Response Center
dhs.dsd.responsecenter@state.mn.us

For mental health targeted case management policy or fiscal questions:

- Diane M. Marshall, Children’s Mental Health Consultant, 651-431-2328, diane.marshall@state.mn.us or
- Darrin P. Helt, Adult Mental Health Consultant, 651-431-2325, Darrin.helt@state.mn.us

- For vulnerable adult targeted case management policy and fiscal questions:
  - Melissa Vongsy, Aging and Adult Services, 651-472-7780, Melissa.vongsy@state.mn.us
For Medical Assistance coverage policy, claims, or MN-ITS documentation questions:
  o Provider Call Center, 651-431-2700 or 800-336-5411, TTY: 711 or 800-627-3529

For SSIS documentation questions:
  o SSIS Help Desk at 651-431-4801 or dhs.ssishelp@state.mn.us

SIGNED

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TERMINOLOGY NOTICE

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.
I. Background

In response to the COVID-19 pandemic, the Minnesota Department of Human Services (department) is reviewing opportunities to modify policy and practice to align with measures to slow the spread of COVID-19 through social distancing and quarantine.

The department made changes for county and tribal agencies and their contracted vendors to continue necessary targeted case management (TCM) services for children and families, and adults without children to align with measures to slow the spread of COVID-19 through social distancing.

Various state laws establish the frequency of face to face contact required in order for a provider to receive Medical Assistance reimbursement for different types of targeted case management. The table below lists the statutory authority and the required frequency for face to face contact required for each type of targeted case management.

<table>
<thead>
<tr>
<th>Targeted Case Management Type</th>
<th>Statute</th>
<th>Required frequency of face-to-face contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child welfare targeted case management (CW-TCM)</td>
<td>Minnesota Statutes section 256B.094, subd. 6</td>
<td>Once per month. <strong>Exception</strong> - if the child is placed more than 60 miles beyond the county or reservation boundaries, there must face-to-face contact once every two months and telephone contact at least once per month. Or, for IHS/638 Tribal provider, once per encounter.</td>
</tr>
<tr>
<td>Children’s mental health targeted case management (CMH-TCM)</td>
<td>Minnesota Statutes section 256B.0625, subd. 20(c)</td>
<td>Once per month. For IHS/638 Tribal provider, once per encounter.</td>
</tr>
<tr>
<td>Adult mental health targeted case management (AMH-TCM)</td>
<td>Minnesota Statutes section 256B.0625, subd. 20(c)</td>
<td>Once every two months. For IHS/638 Tribal provider, once per encounter.</td>
</tr>
<tr>
<td>Vulnerable Adult / Developmental Disabilities targeted case management</td>
<td>Minnesota Statutes section 256B.0924, subd. 6</td>
<td>Once every two months</td>
</tr>
</tbody>
</table>
II. Modified policy

On March 20, 2020, Governor Tim Walz signed Emergency Executive Order 20-12 permitting the department’s commissioner to temporarily waive or modify state statute. In response to the state statutory waiver, the commissioner has approved a waiver to modify TCM claiming.

Effective March 20, 2020, Medical Assistance claiming and reimbursement is allowed for telephone and video-conferencing (e.g. FaceTime, Skype, etc.) contacts for all MA eligible individuals receiving TCM services. The following criteria apply:

- Allowable tele-conferencing contacts for Medical Assistance reimbursement are live audio exchanges by audio (telephone-only), or video, and web-based devices (e.g. FaceTime, Skype, etc.).
- Unallowable methods of contact remain emails, texts, faxes and voicemail.

III. Instructions for Social Service Information System (SSIS) and MN-ITS users

Carefully read the instructions below and follow precisely to ensure successful submission of claims. Documenting claims as described below is essential for verifying circumstances for auditing purposes.

A. Agencies that claim TCM in SSIS (primarily county agencies)

Continue to document contacts and claim TCM as is currently done in a recipient’s time record. However, when making a TCM claim for a telephone or video-conferencing contact in lieu of face-to-face contact, the following procedures apply. In the:

- “Sub-service” field, select “87-COVID 19, Related”
- “Activity” field, select “Client contact” or “collateral contact” (as appropriate)
- “Method” field, select “Face-to-face”
- “Location” field, select the location where the case manager was when contact was made (e.g. field, office)
- “Note” section, document that contact was made via telephone or video-conference (whichever method was used) in lieu of face-to-face due to COVID-19. For auditing purposes, the expectation is that each case file will include this information when video-conferencing or telephone contact was made in lieu of face-to-face.

See the SSIS screen shots below for an example of correct documentation for each targeted case management type.
Child Welfare Targeted Case Management

Note: Phone and videoconference in lieu of face to face contact due to COVID-19.
Children’s Mental Health Targeted Case Management
Adult Mental Health Targeted Case Management

Note: Phone Contact in lieu of face to face contact due to COVID-19.
**Vulnerable Adult Targeted Case Management**

<table>
<thead>
<tr>
<th>Activity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Workgroup</td>
<td>March 2020 Workgroup</td>
</tr>
<tr>
<td>Program</td>
<td>610 - Adult Protective Services</td>
</tr>
<tr>
<td>Service</td>
<td>693 - General Case Management</td>
</tr>
<tr>
<td>County sub-service</td>
<td>67 - COVID-19 Related</td>
</tr>
<tr>
<td>Activity</td>
<td>Client contact</td>
</tr>
</tbody>
</table>

**Note:** Telephone or videoconference in lieu of Face to Face Contact.

<table>
<thead>
<tr>
<th>Contact</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Purpose</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Completed</td>
</tr>
<tr>
<td>Method</td>
<td>Face to face</td>
</tr>
<tr>
<td>Location</td>
<td>Field/home</td>
</tr>
</tbody>
</table>

**Allocate Time**

- Hr: 0
- Min: 15

**No. of Persons:** 0
### Developmental Disability Targeted Case Management

**Activity**

- **Workgroup:** March 2020 Workgroup
- **Program:** 500 - Developmental Disabilities (Gen
- **Service:** 593 - Adult (21+) D Non-Waiver Case
- **County sub-service:** 87 - COVID-19 Related
- **Activity:** Client contact
- **Duration:** 0 hr, 15 min

**Note:**

*Note: Phone or Videoconference in lieu of face to face contact*

**Contact:**
- **Purpose:**
- **Status:** Completed, Attempted
- **Method:** Face to face
- **Location:** Field/home

**Allocate Time**
B. Agencies that claim TCM in MN-ITS (primarily tribes and Minnesota health care provider vendors)

Continue to enter claims as normal in MN-ITS Direct Data Entry (DDE). However, when making a TCM claim for a telephone or video-conferencing contact in lieu of face-to-face contact, use the Face-to-face Procedure Code and modifier.

IV. Documentation

Provider responsibility
For auditing purposes, document in the agency’s case noting system which method of delivery: telephone or videoconferencing was used in lieu of face to face contact for purposes of COVID-19. DHS has the authority to conduct a post-payment review of client files.

DHS responsibility
DHS will maintain records that indicate that during the peacetime emergency all TCM services delivered via telephone or teleconferencing was assumed to be in compliance of the waiver granted under EO 20-12(2)(g).

V. Resources

For information and resources, see:

- Centers for Disease Control and Prevention webpage
- Minnesota Department of Human Services webpage (sign up for email notifications)
- Minnesota Department of Health
- BeReadyMN
- Administration for Children and Families, Children’s Bureau
- Monthly Caseworker Visits Modified to Permit Video-conferencing, department bulletin 20-68-11

Americans with Disabilities Act (ADA) Advisory

This information is available in accessible formats for people with disabilities by calling 651-431-4670 (voice) by using your preferred relay service. For other information on disability rights and protections, contact the agency’s ADA coordinator.