



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

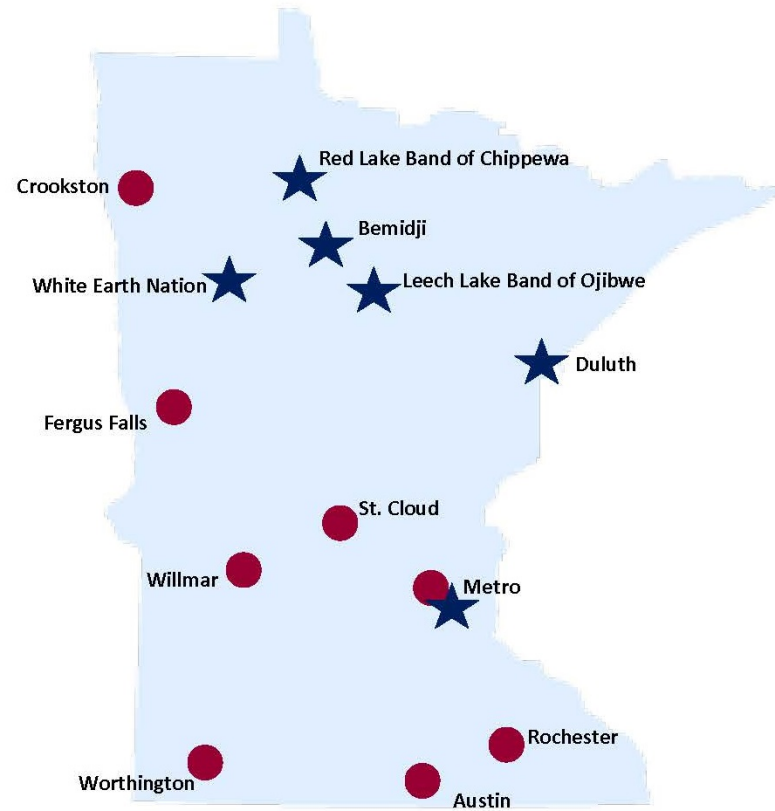
# Initial design team

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 engagement

## Community events



★ Tribal community

*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

# Draft service design- components

## Service design components (assess, plan, refer, monitor)

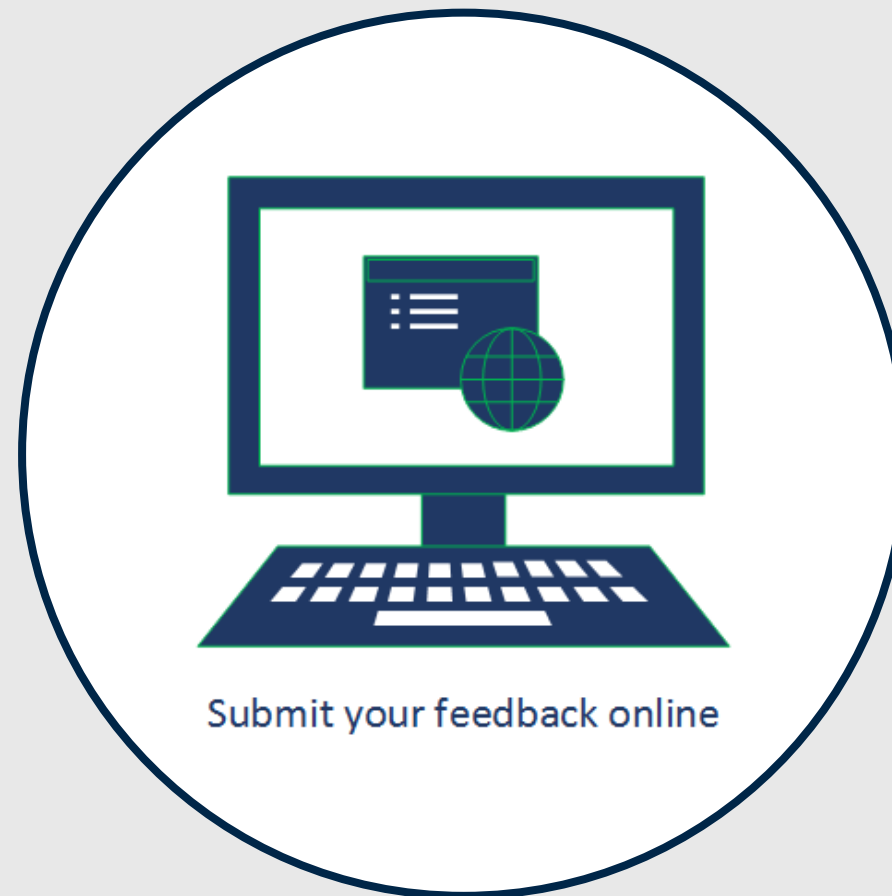
- Expected activities
- Standards for how the service should be delivered
- Policies regarding implementation of the service component

# 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



Questions?



Email

[dhs.cmredesign@state.mn.us](mailto:dhs.cmredesign@state.mn.us)



Call

651-431-4895

- 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