

# MEDICAL CASE MANAGEMENT SERVICE STANDARD

Norfolk Transitional Grant Area

Grant Year 2020/21



## Service Category Definition – Medical Case Management Services

(HIV/AIDS Bureau Policy Clarification Notice #16-02, Revised 10/22/2018)

Medical Case Management is the provision of a range of client-centered activities focused on improving health outcomes in support of the HIV care continuum. Activities provided under this service category may be provided by an interdisciplinary team that includes other specialty care providers. Medical Case Management includes all types of case management encounters (e.g., face-to-face, phone contact, and any other forms of communication).



Key activities include:

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care
- Continuous client monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every 6 months with adaptations as necessary
- Ongoing assessment of the client's and other key family members' needs and personal support systems
- Treatment adherence counseling to ensure readiness for and adherence to complex HIV treatments
- Client-specific advocacy and/or review of utilization of services

In addition to providing the medically oriented activities above, Medical Case Management may also provide benefits counseling by assisting eligible clients in obtaining access to other public and private programs for which they may be eligible (e.g., Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer's Patient Assistance Programs, other state or local health care and supportive services, and insurance plans through the health insurance Marketplaces/Exchanges).

The Norfolk Transitional Grant Area (TGA) Greater Hampton Roads HIV Planning Council voted and approved to adopt the Virginia Department of Health (VDH) Medical Case Management Standards of Care. (2016)

# MEDICAL CASE MANAGEMENT SERVICE STANDARD

Norfolk Transitional Grant Area

Grant Year 2020/21



## Personnel Qualifications

---

Medical Case Management services will be provided by staff who meet the minimum requirements and qualifications listed in this section.

1. Master Social (MSW), Certified Social Worker (CSW), Licensed Clinical Social Worker (LCSW), Licensed Social Worker (LSW) are preferred; **OR**
2. Bachelor of Social Work (BSW); or other related health or human service degree from an accredited college or university with two years of experience working with HIV diagnosed populations, chronic illness populations, or underserved populations; **OR**
3. A Bachelor's degree from an accredited college or university, with four years of experience working with HIV diagnosed populations, chronic illness populations, or underserved populations; **OR**
4. Current licensed registered nurse (RN). If licensed, a copy of the most current license must be kept in the personnel file; **OR**
5. An Associate degree from an accredited college, with at least six years of experience working as a RWHAP non-medical case manager, HIV diagnosed populations, chronic illness populations, or underserved populations; **OR**

All Medical Case Managers must complete a minimum training that includes, but are not limited to, the following areas:

1. HIV case management standards; **AND/OR**
2. AIDS Drug Assistance Program requirements; **AND/OR**
3. Health Insurance Premium and Cost Sharing Assistance program; **AND/OR**
4. HIV disease processes, treatment, testing, legal ramifications to include confidentiality, counseling/referral and prevention, and ethics (Such as Fundamentals of HIV/HCV Counseling and Testing Training); **AND/OR**
5. At least one (1) hour of cultural diversity training annually; **AND/OR**
6. Medicaid, Medicare, and Marketplace training/updates; **AND/OR**
7. Health education, risk-reduction, and harm reductions; **AND/OR**
8. STI prevention strategies, pre-exposure prophylaxis (PrEP), and post-exposure prophylaxis (PEP); **AND/OR**
9. Access to and knowledge of all RWHAP core and support services in the TGA; **AND/OR**
10. Access to and knowledge of non-RWHAP funded services that ensures that the RWHAP remains the payer of last resort.

# MEDICAL CASE MANAGEMENT SERVICE STANDARD

Norfolk Transitional Grant Area

Grant Year 2020/21



## Subrecipient Responsibilities

---

- Provide written assurances and maintain documentation showing that medical case management services are provided by trained professionals who are either medically credentialed or trained health care staff and operate as part of the clinical care team
- Maintain client records that include the required elements for compliance with contractual and Ryan White programmatic requirements, including required case management activities such as services and activities, the type of contact, and the duration and frequency of the encounter

# MEDICAL CASE MANAGEMENT SERVICE STANDARD

Norfolk Transitional Grant Area

Grant Year 2020/21



## Norfolk TGA Care Continuum Performance Measures

(Appendix B: Norfolk TGA Care Continuum Performance Measure)

Performance Measure	Numerator	Denominator	Data Exclusions	Target
<p><b><u>Care Plan</u></b></p> <p>Percentage of medical case management patients, regardless of age, with a diagnosis of HIV who had a medical case management care plan developed and/or updated two or more times in the measurement year.</p>	<p>Number of medical case management patients who had a medical case management care plan developed and/or updated two or more times which are at least three months apart in the measurement year.</p>	<p>Number of medical case management patients, regardless of age, with a diagnosis of HIV who had at least one medical case management encounter in the measurement year.</p>	<ol style="list-style-type: none"> <li>1. Medical case management patients who initiated medical case management services in the last six months of the measurement year.</li> <li>2. Medical case management patients who were discharged from medical case management services prior to six months of service in the measurement year.</li> </ol>	<p><b>90%</b></p>
<p><b><u>HIV Viral Load Suppression</u></b></p> <p>Percentage of medical case management patients who have a HIV viral load less than 200 copies/mL at last HIV viral load test during the measurement year.</p>	<p>The number of medical case management patients with a viral load &lt;200 copies/mL at last test during the 12-month measurement period.</p>	<p>All patients with at least one medical case management visit during the 12-month measurement period.</p>	<p>None.</p>	<p><b>85%</b></p>