

NON-MEDICAL CASE MANAGEMENT SERVICE STANDARD

Norfolk Transitional Grant Area

Grant Year 2020/21



Service Category Definition – Non-Medical Case Management Services

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

Non-Medical Case Management Services (NMCM) is the provision of a range of client-centered activities focused on improving access to and retention in needed core medical and support services. NMCM provided coordination, guidance, and assistance in accessing medical, social, community, legal, financial, employment, vocational, and/or other needed services. NMCM Services may also include assisting eligible clients to obtain access to other public and private programs for which they may be eligible, such as Medicaid, Children’s Health Insurance Program, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer’s Patient Assistance Programs, Department of Labor or Education-funded services, other state or local health care and supportive services, or private health care coverage plans. NMCM Services includes all types of case management encounters (e.g., face-to-face, telehealth, 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
- Client-specific advocacy and/or review of utilization of services
- 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

Personnel Qualifications

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

1. A Bachelor’s degree from an accredited college or university; **OR**
2. An Associate degree from an accredited college, with at least two years of experience working with HIV diagnosed populations, chronic illness populations, or underserved populations; **OR**

A high school (HS) diploma or General Education Diploma (GED) with at least four years of experience working with HIV diagnosed populations, chronic illness populations, or underserved populations

All Non-Medical Case Managers must complete 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**

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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.

Subrecipients Responsibilities

- Maintain client records that include the required elements as detailed by the grantee, including:
 - Date of encounter
 - Type of encounter
 - Duration of encounter
 - Key activities, including benefits/ entitlement counseling and referral services

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GREATER HAMPTON ROADS
HIV HEALTH SERVICES
**PLANNING
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Performance Measure	Numerator	Denominator	Data Exclusions	Target
<p><u>HIV Viral Load Suppression</u></p> <p>Percentage of non-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 non-medical case management patients with a viral load <200 copies/mL at last test during the 12-month measurement period.</p>	<p>All patients with at least one non-medical case management visit during the 12-month measurement period.</p>	<p>None.</p>	<p>85%</p>

Approved
Draft Revision 1/16/2020

