

Social Case Management Services Reporting Guidance

This technical assistance document is intended to clarify what case management services are considered eligible to be counted as a case management unit of service. This document does not replace the guidance provided by the Texas Department of State Health Services (DSHS) in December 2004; the documents should be used in conjunction with each other. All of the information has been approved by DSHS.

Examples of general tasks and their case management standing

ARIES Reportable	Not ARIES Reportable
<p>These are tasks that would be eligible for entry as a service delivery in ARIES.</p> <ul style="list-style-type: none"> • Conducting a client intake; • Setting up appointments with other providers on the client's behalf; • Advocating for a client with a third party; • Reminding a client about upcoming appointments with other providers; • Assessing client needs; • Time spent developing a client's care plan; • Coordinating services for client with a third party; • Assisting a client with applying for other services; • Referring a client to another agency; • Talking with a client on the phone or in person about their needs, health, medications, upcoming appointments, etc. 	<p>These are tasks that many case managers perform during the normal course of a day and <i>are</i> allowable costs, but should not be entered as a service delivery in ARIES. All tasks performed by the case manager must be documented in a case note regardless of whether it is "ARIES reportable."</p> <p><i>Administrative tasks, e.g.:</i></p> <ul style="list-style-type: none"> • Faxing a document anywhere; • Picking up or requesting lab results from a DR for documentation purposes; • Scheduling an appointment for a client to meet with you; • Calling pharmacy to see if a prescription is ready (with no further action needed); • Updating client records in ARIES or client file; • Filing client documents; • Entering case notes; • Receiving a message from a client or leaving a message for a client; • Sending a mass mailing to clients; • Sending birthday cards to clients; <p><i>Tasks performed to provide services catergorized under another category, e.g.:</i></p> <ul style="list-style-type: none"> • Giving client a food card, gas voucher, food bank delivery, etc. with no other assessment or discussion; • Driving a client to an appointment with no case management provided during the trip; • Waiting with a client to see the client's doctor or another provider without any case management provided (e.g., discussion about client's health, medication adherence, client needs).

Case Management Scenarios

- 1. Case Manager (CM) sees client (CL) in his office for 30 minutes. They discuss CL's next doctor appointment. CL leaves and CM spends the next 15 minutes entering a case note for the visit.**

Units of Service: 2 units of social case management

Explanation: CM spent 30 minutes with the client discussing CL's case – this is the 2 units of service. The additional 15 minutes spent entering the case note does not qualify as a unit of service.

- 2. CM sees CL in his office for 30 minutes. They discuss CL's next doctor appointment. CL leaves and CM spends the next 15 minutes entering a case note for the visit. CM then calls the CL's physician and schedules CL's appointment.**

Units of Service: 3 units of social case management

Explanation: 2 units of service for the 30 minutes spent with CL discussing CL's case. 1 unit of service for scheduling the medical appointment on behalf of CL.

- 3. a. CL goes to CM's office to pick up a food voucher or groceries. CM gives CL the voucher/bag of groceries and CL leaves without further discussion.**

b. CM mails CL a food voucher after CL calls to request it. Nothing else is discussed during the phone call.

Units of Service: Each situation is 1 unit of food bank

Explanation: No case management is provided in either situation. The client did receive a service – food bank – but no case management was required to receive this.

4. a. **CM drives a bag of groceries to CL's house and gives the groceries to CL's daughter because CL is not home.**
- b. **CM drives a bag of groceries to CL's house and gives the groceries directly to CL. CM and CL do not discuss CL's case and only exchange small talk.**

Units of Service: Each situation is 1 unit of food bank and 1 unit of transportation (delivery)

Explanation: No case management is provided in either situation. The CM provided 1 unit of transportation delivery and 1 unit of food bank, but not case management.

5. **A client calls the case manager's office and leaves a detailed message with the office manager regarding which medications he needs assistance paying. The office manager gives the message to the case manager later. The office manager enters a case note in ARIES summarizing what the client said.**

Units of Service: None.

Explanation: The office manager is not a case manager and part of his job description is to relay messages from clients. This is an administrative task, not case management.

6. a. **A client's physician's office calls the case manager and requests a copy of lab results be faxed to the physician. The case manager faxes the lab results.**
- b. **A case manager drives to a client's physician's office to pick up a copy of lab results that are not legible when they are faxed. The case manager then writes a case note documenting this, enters the lab results in ARIES, and files the document in the client's file.**

Units of Service: None.

Explanation: These are considered part of the case manager's general duties and not actual case management. Both should be documented in the case notes, but are not eligible as a unit of service. In the second situation, a unit of transportation would not be entered because the CM was not providing transportation for a client.

- 7. A case manager meets their client at the client's medical appointment. They spend 15 minutes in the waiting room and then 30 minutes meeting with the doctor. The case manager accompanies the client into the examining room, where she takes part in discussions regarding the client's situation with the doctor. The case manager and client arrived and leave in different vehicles. The agency does not pay for the client's medical visit.**

Units of Service: 2 units of case management.

Explanation: The case manager provided 30 minutes of case management during this encounter. The time in the waiting room is not considered case management unless the client and case manager were specifically discussing the client's case throughout the wait. No transportation units are entered.

Remember...

ARIES is not a time management system &

BVCOG subcontractors are not reimbursed by unit cost

ARIES is not intended to account for every moment of a case manager's time. It is understood and expected that case managers will spend a portion of their time doing things that should not be entered in ARIES as units of service, such as documenting, filing, and corresponding. These actions are still valuable and part of general social case management, but do not need to be reported in the same way as the case management tasks described in this document.

DSHS and BVCOG do not reimburse agencies based on unit cost amounts and there are no current plans to do this. Entering additional units of service for activities that are not strictly case management will not impact the amount an agency can be reimbursed from a contract.

All units of case management entered must have a corresponding case note

While case notes do not need a corresponding unit of service, all case management units entered must have back-up included in a case note dated the same day. The note should include enough information about the interaction to allow another person (e.g. client's other/new case manager, agency management, funding agency) to understand the case management being provided. The documentation in the case note should also be sufficient to justify the number of units being provided. For example, if there were 4 units of case management entered for a particular client in one day, there should be a corresponding case note detailing the time spent, including discussion of needs, services, education provided, updating paperwork, etc. If there were 4 units of case management entered and the corresponding case note simply states, "dropped off food at client's house," that does not justify the 4 units reported.