

Medicaid Waiver and I/DD Services March 2012

Targeted Case Management to Care
Coordination

What's Going On?

- In 2010, North Carolina state lawmakers decided that public I/DD services needed to be managed differently because:
 - ☐ The needs in our communities are greater than the funding available;
 - ☐ Local decision making will allow for quick decision making about how to best help you or a family member; and
 - ☐ A managed care model will allow more people to be served and improve the quality of services.

What Will Change in Your Community?

- Medicaid and public I/DD resources will be authorized, managed and monitored by CenterPoint instead of multiple agencies.
- Starting January 1, 2013, Care Coordination and Community Guide will replace Targeted Case Management.
- Care Coordinators will work at CenterPoint. Community Guides will work for private agencies.
- CAP I/DD becomes NC Innovations Waiver.

Why Are We Here Today?

- To learn more about Care Coordination and Community Guide and how we get there from Targeted Case Management.
- To learn about how to get answers to questions as these changes occur.

Targeted Case Managers

Yes
Assess what people's needs are
Help people develop their service/treatment plans
Refer people in need to service providers or other community agencies
Monitor services to make sure that people receive what is necessary
Advocate
Help Find and Get to Community Resources
Assist with Medical Care
Provide Technical Support with Self-Direction

Will Care Coordinators do
everything that my Case Manager
does?

Yes and No

Care Coordinators

Yes	No
Assess Needs	Advocate
Develop Individual Service Plans	Help Find and Get to Community Resources
Refer to Providers	Assist with Medical Care
Monitor Services and Medicaid Eligibility	Provide Technical Support with Self-Direction
Educate about Services	

*If you are currently on the waiting list, you will have a Care Coordinator assigned to assess your needs until you are enrolled in a service.

Who does the No's?

Community Guides

This is a new service.

Community Guides*

Yes
Advocate
Help Find and Get to Community Resources
Assist with Medical Care
Provide Technical Support with Self-Direction

*Will provide supports that were previously provided by Targeted Case Managers, but will not be provided by Care Coordinators.

How Does Everybody Work Together?

- Care Coordinators and Community Guides attend planning meetings together to help you develop your Individual Service Plan (ISP).
- Community Guides support you and your family to find services in your community.
- Your direct service worker(s) provides the needed service.

Questions.....

General

CenterPoint website, www.cphs.org, or call CenterPoint at 336-714-9100. For general information, contact Jeff Eads, Community Operations Director, 336-714-9154 or jeads@cphs.org

Attend additional Community Education Meetings

Post your question on the CenterPoint Facebook page

Attend an I/DD Advisory Committee and/or CFAC meeting

Personal

Contact Jeff Payne, I/DD Clinical Director, at 336-714-9171 or jpayne@cphs.org

Upcoming Community Education Meetings

- April 2012: Community Guide
- June 2012: CAP I/DD to NC Innovations
- August 2012: Self Direction