

**DBHDS**

Virginia Department of  
**Behavioral Health and  
Developmental Services**

# **Recent Changes**

## **Enhanced Case Management Criteria**

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# Enhanced Case Management Criteria

## *What Changed:*

*The 5 day grace period for completing the 30 day face to face visit was changed to a 10 day grace period.*

*This was requested so that time frames would align with Medicaid regulations.*

# Enhanced Case Management Criteria

## Two of the six criteria changed (in red):

- a. *Receive services from providers having conditional or provisional licenses;*
- b. *Have more intensive behavioral or medical needs as defined by the Supports Intensity Scale ("SIS") category representing the highest level of risk to individuals;***
- c. *Have an interruption of service greater than 30 days;*
- d. *Encounter the crisis system for a serious crisis or for multiple less serious crises*
- e. *Have transitioned from a Training Center within the previous 12 months; or*
- f. *Reside in congregate settings of 5 or more individuals.***

# Enhanced Case Management Criteria

## ***Previous:***

***Have more intensive behavioral or medical needs as defined by the Supports Intensity Scale ("SIS") category representing the highest level of risk to individuals***

## ***With Changes:***

*For individuals who live in their family home and have more intensive behavioral or medical needs as defined by the SIS, enhanced visits not be required if their medical/behavioral condition is well-controlled and well-managed and the individual is stable*

# Enhanced Case Management Criteria

## ***Stable is defined as:***

*Living in the family home for at least one year without significant events that threaten serious injury or death such as founded abuse and/or neglect; bowel obstruction; aspiration pneumonia; falls resulting in serious injury; or encounters with the crisis system for a serious crisis or for multiple less serious crises within a three month period.*

# Enhanced Case Management Criteria

## ***Previous:***

***Reside in congregate settings of 5 or more individuals.***

## ***With Changes:***

*Individuals who qualify for enhanced visits solely because they live in a congregate setting of 5 or more and are known not to be at risk for serious injury and/or death, enhanced visits not be required. Prior to an individual being designated as not needing enhanced case management visits, an individual has to be stable for at least one year.*

# Enhanced Case Management Criteria

## ***Stable is defined as:***

*Living in the same placement for at least one year without significant events that threaten serious injury or death such as founded abuse and/or neglect; bowel obstruction; aspiration pneumonia; falls resulting in serious injury; or encounters with the crisis system for a serious crisis or for multiple less serious crisis within a three month period.*

# Enhanced Case Management Criteria

## Other Factors:

- *Case Managers will be assessing the individuals on their caseloads and documenting the results of their assessment as we transition to the revised enhanced case management criteria*
- *Strong emphasis is placed on continuous assessment, communications with all providers and sound judgment*

# Enhanced Case Management Criteria

- *For individuals living in a family home, Case Managers are required on a quarterly basis to assess whether the family member/caregiver is following medical orders and/or behavior treatment plan recommendations. If the individual were to encounter any of these triggers then enhanced case management would be provided and continue until the person was stable, as defined above.*

# Enhanced Case Management Criteria

- *When individuals experience any event or significant changes in the condition(s) related to their risk, enhanced case management visits would be required and would continue until the individual is once again stable. In addition, the safety protocols will be reviewed and revised as needed.*

# Enhanced Case Management Criteria

- *Compliance with this standard will be through routine Licensing reviews of case management services and as part of investigation review process for both Licensing and Human Rights.*
- *Additional follow-up will be provided through DBHDS Annual Consultative Audits and individual performance improvement efforts.*

# Enhanced Case Management Criteria

*Questions?*