



# BEHAVIORAL HEALTH ALLIANCE OF MONTANA

## Adult Targeted Case Management Model

November 8, 2019

# Problems with Former Montana Case Management Model

- ▶ Over-utilization of case management without clear case management guidelines in place.
- ▶ The Case Management Program was not evidence-based.
- ▶ No outcome measurement was available for quality management.
- ▶ Fee-for-service model rather than a value-based model fueled the over-utilization.
- ▶ Case management was not viewed always as a professional service.
- ▶ Case management at times was continued with clients who should have been discharged from the service.

# Case Management Functions

Case management models vary in their philosophies and approaches but share six widely accepted basic functions<sup>1</sup>:

- ▶ Identify and assess clients' needs, strengths, and weaknesses
- ▶ Create service or treatment plans for clients' needs
- ▶ Link clients with services in both formal and informal settings
- ▶ Monitor delivery of services and clients' progress
- ▶ Advocate for clients
- ▶ Evaluate client outcomes

# Case Management Outcomes

Effective case management and a good relationship between the case manager and the client can result in a dramatic improvement in clinical outcomes<sup>2</sup>:

- ▶ Decreased hospitalizations
- ▶ Improved quality of life
- ▶ Improved global functioning and client satisfaction

**All of which reduce the cost of care for the client!**

# Adult TCM Model Summary

- ▶ Agencies will register with the state to provide case management.
- ▶ Clear guidelines of case management duties and goals will be agreed upon by the state and agencies delivering case management.
- ▶ The DLA-20<sup>3</sup> outcome measurement tool will be filled out by the case manager every 90 days during treatment plan updates.
- ▶ The outcome tool results will be submitted to a statewide database tracking case management results to ensure quality.
- ▶ Agencies will submit case management billing based on a monthly fee per client.
- ▶ Case management caseloads will be capped at 24 cases.

# Case Management Program

- ▶ Case Managers will be employed by mental health agencies registered to apply case management.
- ▶ By having mental health agencies employ the case managers, they will have access to the full continuum of care from outpatient to crisis care.
- ▶ Case Managers can be placed in the community in settings such as hospitals, community health centers, crisis centers, outpatient therapy centers, etc.
- ▶ The mental health agency will be responsible for case managers' productivity and billing. Bills submitted for non-case management agreed upon duties will not be reimbursed.
- ▶ The mental health agency will ensure that the DLA-20 is submitted every 90 days for each client in the case management program.

# Financial Proforma

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# References:

1. Cinahl Information Systems, a division of EBSCO Information Services. Copyright©2016, “Case Management: the Client with Mental Illness.”
2. Cinahl Information Systems, a division of EBSCO Information Services. Copyright©2016, “Case Management: the Client with Mental Illness.”
3. DLA-20, Daily Living Activities-20. MTM Services and National Council for Behavioral Health.