Case Management for Children and Pregnant Women

TEXAS Department of State Health Services
What is Case Management for Children and Pregnant Women?
Services

• Assist eligible clients in gaining access to medically necessary medical, social, educational and other services.

• Provides health related case management services to Medicaid eligible children and pregnant women.

• A Medicaid benefit and a component of the Texas Health Steps services
Eligibility

Comprehensive services are available for Medicaid-eligible:

- Children birth through age 20 with health condition or health risk
- Pregnant women of any age who have a high-risk condition
Eligibility

- Need assistance in gaining access to medically necessary medical, social, educational, and other services related to the health condition, health risk or high-risk condition.
- Wants case management.

*Must have needs related to health condition or health risk; needs cannot be anticipatory.
Who are Case Management Providers?

- Registered Nurse
- Licensed Social Worker

Where do they work?

- Nonprofit agencies/organizations
- Individual Owners
- Health-care clinics
- Schools & school districts
- Rehabilitation centers
How Does Case Management Help Families?

- Identify needs of client and their family
- Develop plan to address needs
- Follow up with client and family to ensure needs have been addressed or resolved
### How Do Case Managers Help?

| Assist with Accessing, Advocating for, and Coordinating Needed Services | • Refer to developmental and mental health services  
• Advocate for school services/attend ARD  
• Find resources to address psychosocial issues- family violence, homelessness, language barriers  
• Assist with Medical Transportation referral  
• Help obtain DME and supplies |
## Cont’d: How Do Case Managers Help?

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<thead>
<tr>
<th>Identify Strengths &amp; Challenges</th>
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<tbody>
<tr>
<td>Encourage family to identify their own strengths</td>
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<tr>
<td>Identify barriers to accessing client needs</td>
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<tr>
<td>Encourage clients and families to become active participants in their health care and in seeking solutions to their psychosocial, financial, or educational concerns</td>
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How does it differ from other CM programs/Care Coordination?

- Home Visits are conducted.
- Visits are Face-to-Face.
- Case Manager may attend school meetings with parent to advocate for client.
- The whole family is assessed, not just the client.
- Services are provided only if client currently has needs related to their health condition or health risk.
Referral Questions

• Does the client have a need that is related to their condition?
• Is the need beyond the scope of other care coordination that they may be receiving?
• Does a case manager need to go to the client’s home to provide more intensive case management?
• Does a case manager need to help the parent with school issues?
• Are there severe medical or behavioral issues that warrant intervention from several professionals?
Coordinating with ECI
Joseph, Age 2
Diagnosed with Autism, hearing impaired

Case Management Services in Texas
Joseph

• Not receiving ECI or therapy
• Recommended for hearing aid but never got one.
• Doesn’t know about waivers or SSI.
• Parents speak Farsi as their primary language
Roles

Case Management
- Refer to ECI
- Assist with accessing hearing aids
- Research resources for ABA
- Assist parent with completing SSI application
- Assist with placing on waiver interest lists

ECI
- Provide therapies
- Transition to PPCD or private therapies
- Refer back to Case Management if parents want/need further case management at age 3 (example--to attend ARD)
Carly, 5
Diagnosed with Cerebral Palsy

Case Management Services in Texas
Role of Case Manager

- Assist with coordinating diapers, new wheelchair and ramp
- Attend ARD per mother’s request
- Refer to waivers
- Assist with barriers encountered with Medical Transportation.
Working with Health Care Plans

Scenarios for Mary and Jon
Case Management Scenario: High-Risk Pregnancy

Concerns:

- No Prenatal Care/in 2\textsuperscript{nd} Trimester
- Homeless
- Depressed
Case Management Scenario: High-Risk Pregnancy

Our Case Manager:

- Referrals to housing, counseling and WIC

Health Plan Case Manager:

- Follow up to ensure OB care has begun; placed in high risk group
Case Management Scenario: Mental Health Condition

Concerns:

• Bipolar Disorder
• Now living with Grandma
• Stopped meds
• Suspended from school
Case Management Scenario: Mental Health Condition

Our Case Manager:

• Referral to mental health services
• Attend school meeting with grandparent to advocate for additional services.

Health Plan Case Manager:

• Assist to ensure medications are obtained

Jon
Who can make a referral?

- Texas Health Steps Outreach/Informing
- Health Plans
- Health Care Professionals
- Community Agencies
- Schools
- Mental Health Professionals
- Anyone
Potential Referrals from Texas Health Steps Outreach/Informing

- Target At-Risk Outreach Lists
  - Pregnant and Parenting Teens, DFPS, SSI, Foster Care
- Referrals from health care providers and other sources
- Referrals generated from new enrollment
How to Make a Referral?

- Fax referral form
- Call Texas Health Steps 1-877-847-8377
- Health Plans can send email to Texas Health Steps-TXEBTHSCMIB@maximus.com
Medicaid Case Management Referral Guide

Case Management for Children and Pregnant Women
- Understanding services and benefits
- Eligibility criteria for services
- Accessing services
- Benefits
- Referrals

Examples of Patient Needs
- Medical or Dental Services
- Emotional or Behavioral Services
- Special Education or Vocational Services
- Social Services

Examples of Case Management Services
- Finding and coordinating doctors
- Finding and scheduling specialty appointments
- Linking to developmental services
- Coordinating IME, home health nursing, or O.T./P.T./S.T.
- Assisting with special education
- Advocating with insurance
- Helping with transition planning

Eligibility Checklist
- Is your patient eligible?
- Is the patient receiving health care through Medicaid?
- Is the patient receiving coverage through a health insurance plan?
- Is the patient receiving coverage through a Medicare plan?
- Is the patient receiving coverage through a military plan?
- Is the patient receiving coverage through a state health care program?

Examples of Referrals
- Anytime you refer a patient for case management services,
- A diagnosis is needed to determine eligibility.
- Call 1-877-TXCASES.
- Fill out the Referral Form on the back.

Case Management Services in Texas
**Medicaid Case Management Referral Guide**

**Case Management for Children and Pregnant Women**

Case management services is a free Medicaid benefit that:
- Helps eligible patients access medically related services.
- Enables patients to follow through on medical recommendations.
- Prevents new health problems or worsening of existing ones.
- Optimizes health-care outcomes for your patients.

**Eligibility Checklist**

Is your patient:
- Eligible for Medicaid?
- A child birth through age 20 with a health condition or health risk?
- A woman with a high-risk pregnancy?
- In need of services related to the health condition/risk?

**Note:** You don't need to determine eligibility. If a patient appears to have a need for case management services and appears to be eligible, you should make a referral.

**Examples of Patient Needs**

<table>
<thead>
<tr>
<th>Medical or Dental Services</th>
<th>Examples of Case Management Services</th>
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<tbody>
<tr>
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<td>• Finding and scheduling doctor or dentist visits.</td>
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<tr>
<td></td>
<td>• Finding and scheduling behavioral health specialists.</td>
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<td></td>
<td>• Linking to developmental testing.</td>
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<td>• Coordinating DME, home health nursing, or OT/PT/ST.</td>
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<td>• Assisting with the special education process.</td>
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<td>• Addressing school issues.</td>
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<td>• Helping with transition planning.</td>
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<th>Examples of Case Management Services</th>
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<td>• Addressing issues such as substance abuse, homelessness, or domestic violence.</td>
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<td>• Linking to services for financial assistance or transportation.</td>
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<td>• Finding other resources, such as respite.</td>
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**Referrals**

Anyone in your office can refer a patient for case management services. To make a referral, either:

- Call 1-877-THSTEPS.
- Fill out the Referral Form on the back and fax to Texas Health Steps.

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**Case Management Services in Texas**
Case Management Services in Texas
# Referral Form – on website

## Request for Case Management Informing

**For Case Management for Children and Pregnant Women**

### Referral

<table>
<thead>
<tr>
<th>Referral Date:</th>
<th>Name of Referral Source (List agency/company name):</th>
<th>Name of Person Making Referral:</th>
</tr>
</thead>
</table>

**Referral Source (Please check one):**

- [ ] Health Care Provider
- [ ] Community Agency
- [ ] School
- [ ] ECI
- [ ] City or County Health Department
- [ ] Health Plan
- [ ] Individual
- [ ] State Agency: ____________
- [ ] Other

**Phone Number for Person Making Referral:**

Do you desire information regarding the status of the referral?

- [ ] YES
- [ ] NO

### Client Information

<table>
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<tr>
<th>Client Name:</th>
<th>DOB:</th>
<th>Gender: Male</th>
<th>Female</th>
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**Medicaid #:**

Describe Medical/Health Condition/Risk or High-Risk Pregnancy Condition:

<table>
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<tr>
<th>Parent/Guardian Name (if client is under 18):</th>
<th>Language Preference:</th>
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<tr>
<th>Residential Address:</th>
<th>City:</th>
<th>ZIP:</th>
<th>County:</th>
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**Case Management Services in Texas**
Actions following the referral:

• SSU attempts to contact client or parent.

• SSU provides Case Management Informing:
  o Educate
  o Encourage
  o Empower
  o Assist
Actions following the referral (Cont.):

• If contacted and desire services, SSU assists with scheduling appointment.

• Or SSU sends them list of case management providers.

• If no contact, SSU mails letter to client.
For More Information

Case Management Services in Texas

To watch a short video about our services, click on the arrow below.

Learn about Case Management

Más información sobre la administración de casos

Find a case manager or make a referral

Encontrar un administrador de casos

Learn about becoming a provider