Case Management Scenarios

Review the following progress notes. As written, do these case management contacts qualify as billable case management? Assume that the child is enrolled in Medicaid, is eligible for ECI and that the case management contact is provided by the child’s assigned Service Coordinator.

A. Discussed with Mom the need for Javier to see the neurologist. Asked Mom if she had called to make an appointment. Mom said she hadn’t made an appointment because when she called the office staff said that she needed a referral. Helped Mom find her pediatrician’s number in the phone book so that she could call and request a referral. Discussed with Mom what she should say when asking for a referral.

Jing Salta, CCC-SLP

B. Mom asked for referrals to child care centers or Mother’s Day Out Programs that will accept children with special needs. She wants Claudia to be able to play with other children her own age. Told Mom about two child care centers that we have worked with in the past. Gave Mom the numbers to Tiny Feet and Faith Child Development Center so she could call and find out their prices and to see if they had openings for Claudia.

Chantel Apple, LBSW

C. Dad called and said that they needed food. Delivered a bag of food from our agency’s food pantry.

Karen Blue, EIS

D. Mom said that she needed assistance with paying her electric bill. Her electricity is scheduled to be cut off tomorrow. Helped Mom gain access to agencies who could help her pay her electric bill by referring Mom to First Call for Help. I gave her the local number and the website information. It is crucial that the family have electricity to run their A/C because Junior’s (ECI child) heart condition makes him very sensitive to the heat.

Melissa Green, RN

E. Helped Mom access information about AISD’s PPCD program by calling Rita Rogers with Mom and scheduling Ryan’s face to face for 10/5 at 9:00. Rita is the child find coordinator at AISD.

Cynthia Quaker, EIS

F. Mom said that she needed help with school supplies for Brandon’s (ECI child) older brother and sister. Referred her to the Teacher Credit Union and to First Baptist Church. Both places had school supply drives.

Sandra Craven, PT
G. Completed the Batelle evaluation. Team members included Mom, Dad, Isabel Cane, OT, and me. Anna shows a four month delay in her gross motor skills, so she qualifies for services. Mom and Dad want to think about services before they schedule the IFSP. I will contact them next week to try and schedule the IFSP.

   Angela Tucker, EIS and Isabel Cane, OTR

H. Called Mom to schedule Allen’s annual IFSP meeting. Left a message on her voice mail stating the meeting is tentatively scheduled for 12/3/05 at 3:00. Asked Mom to call me back and confirm.

   Guillermo Herrera, OTR

I. Completed monthly monitoring activity. David's IFSP services are going well. Services are being delivered as planned—no concerns. Mom has not had a chance to call WIC for an intake appointment. I gave her the names of three food banks in her area and their contact information because she said the family was running low on food. Gave Mom the information about how to apply for SNAP too. No other needs at this time.

   Sharon Miller, EIS