

**CDDO OF SOUTHEAST KANSAS
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION
POLICIES AND PROCEDURES**

REGARDING: Case Management
Revised 8/04, 10/17, 8/08, 11/09, 7/14, 2/17, 9/18, 4/19
Reviewed 6/23

POLICY

The CDDO will ensure that case management services are available for each person receiving services in the CDDO service area. Case management services shall assist the person and the person's support network to identify, select, coordinate, and use both paid services/supports and natural supports available and necessary to enhance the person's independence, integration, and productivity consistent with the person's capabilities and preferences as outlined in the person's person-centered support plan. The CDDO will develop and implement procedures to impose consequences for failure to adequately perform case management duties. For purposes of this policy and procedure, **provider** may be an organization providing case management, an agent/employee of an organization providing case management, or an individual affiliating with the CDDO as an independent case manager. The case management provider must have an affiliation agreement with the CDDO to provide case management services.

PROCEDURE

For all persons choosing to receive case management services, the CDDO will assist them in choosing a case management provider by providing the current listing of providers in the CDDO service area. The Services Referral Choice Form will be completed and made available to the selected provider. Once a service provider is selected, a specific case manager may be selected or assigned according to the service provider's policy/procedure.

CDDO Requirements for Case Management Providers

- Provider must be licensed by KDADS to provide case management.
- Provider must enter into an affiliation agreement for case management with the CDDO.
- Provider must comply with K.A.R. 30-63-32.
- Provider must comply with KDADS Rules of Conduct for Case Managers Serving People with Developmental Disabilities.
- Individual case managers must complete the Case Management training and test.
- Individual case managers must complete CDDO Case Management training.
- Individual case managers are encouraged to participate in the CDDO Affiliate Meetings.

The CDDO may require written evidence of the qualifications, position description/duties, or other relevant information for any person providing case management services.

Consequences for Failure to Adequately Perform Case Management Duties

If a provider fails to perform case management duties or is not in compliance with any requirements for providing case management, the CDDO may impose consequences up to and including the provider becoming disqualified to provide, bill or receive payment for case management services.

1. If a provider fails to meet requirements or adequately perform case management duties, the CDDO will compile necessary information and notify the provider in writing of the issue.
2. In addressing the situation, the CDDO may request a corrective action plan for the identified deficiency(ies). The CDDO may require certain timelines and procedures in the plan, depending on the gravity of the deficiency(ies). The CDDO will provide technical assistance, as able, if requested or if necessary, in addressing the identified deficiency(ies).
3. If the provider fails to correct the identified deficiency(ies), or if a deficiency recurs, the CDDO may notify the provider that the provider is being placed on probationary status for a specified period of time, during which it is expected that the provider will take immediate action to remedy the deficiency(ies). During the probationary period, the provider may not accept new referrals.
4. At the end of the probationary period, based on the corrective actions of the provider, the CDDO will:

- A. **Notify the provider that they have corrected the identified deficiency(ies), in which case the probationary period will end and the provider may again accept new referrals, or;**
 - B. **Continue the probationary period to review the full impact of the corrective action, or;**
 - C. **Notify the provider that they have failed to correct the identified deficiency(ies), and inform the provider of the next actions to be taken, possibly including terminating the provider's ability to Provide case management services**
5. **A provider which has been disqualified from providing case management services may not re-apply to provide such services until the CDDO is assured that the provider has satisfactorily completed a corrective action plan. A provider who re-applies may be placed on a probationary plan to determine that satisfactory services can be provided.**
6. **If a provider disagrees with any action or determination taken by the CDDO pursuant to this policy/procedure, the provider may access the dispute resolution process outlined in the CDDO Policy/Procedure regarding Dispute Resolution.**