Georgia HIV/AIDS Medical and Non-Medical Case Management Standards 2017

Georgia Department of Public Health
Division of Health Protection
Office of HIV/AIDS

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Introduction

HIV/AIDS case management provides a system of case management based upon the changing needs of enrolled clients. Medical and Non-Medical Case management in Georgia is available statewide through Ryan White HIV/AIDS Programs that receive federal funds from the Health Resources and Services Administration (HRSA). Funded case managers in the state also provide referrals to support services such as transportation, housing, food banks, etc. Other agencies such as community based organizations may also provide case management services to persons living with HIV/AIDS.

The Georgia HIV/AIDS Case Management Standards may be adapted to other HIV/AIDS programs, but they are intended to assist case managers, case manager supervisors, and other agency staff who are serving HIV/AIDS clients funded through the Ryan White Part B Program. These Standards are not meant to replace or override existing, more detailed standards that provider agencies may already have in place. If any agency is unable to meet case management standards, there must be documentation explaining why they were unable to meet the standards. The Standards are intended to assist the agency and case managers in fulfilling the Office of HIV/AIDS goals of case management:

- To increase the quality of care and quality of life for persons living with HIV/AIDS
- To improve service coordination, access and delivery
- To reduce the cost of care through coordinated services which keep persons living with HIV and AIDS out of urgent care centers, emergency rooms and hospitals
- To provide client advocacy and crisis intervention services

Background:

The HIV services system provides several types of coordination, referral, and follow-up services that eliminate barriers and help people with HIV get connected and stay in care. Medical Case Management (MCM) is the backbone of the HIV services delivery system and the primary way of ensuring that people with HIV access, receive, and stay in primary medical care. MCM assess the primary and immediate needs of people with HIV, coordinate referrals, and follow-up with critical core medical and support services to ensure people with HIV remain in medical care. The services that are provided are in alignment with the National HIV/AIDS Strategy and focus on entry into care, retention in care and viral load suppression.

Case Management Defined

Case management is a directed program of care and social service coordination. Typically clients are enrolled into case management to ensure a more comprehensive continuum of care**,** if needed. They are also enrolled if they exhibit a need to navigate coordination with services that provide assistance with obtaining social, community, legal, financial and other needed services, as well as follow up to medical treatment. There are many definitions that vary among agencies; however, the definition of case management used will be that from HRSA for Ryan White Programs.

Medical Case Management, including Treatment Adherence Services: Medical Case Management is the provision of a range of client-centered activities focused on improving health outcomes in support of the HIV care continuum. Activities may be prescribed by an interdisciplinary team that includes other specialty care providers. Medical Case Management includes all types of case management encounters (e.g., face-to-face, phone contact, and any other forms of communication). Key activities include:

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care
- Continuous client monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every 6 months with adaptations as necessary
- Ongoing assessment of the client's and other key family members' needs and personal support systems
- Treatment adherence counseling to ensure readiness for the adherence to complex HIV treatments
- Client-specific advocacy and/or review of utilization of services

In addition to providing the medically oriented services above, Medical Case Management may also provide benefits counseling by assisting eligible clients in obtaining access to other public and private programs for which they may be eligible (e.g., Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer's Patient Assistance Programs, other state or local health care and supportive services, and insurances plans through the health insurance Marketplace/Exchanges).

Medical Case Management services have as their objective improving health care outcomes, whereas Non-Medical Case Management Services have as their objective providing guidance and assistance in improving access to needed services.

Non-Medical Case Management Services: Non-Medical Case Management Services (NMCM) provide guidance and assistance in accessing medical, social, community, legal, financial, and other needed services. Non-Medical Case Management services may also include assisting eligible clients to obtain access to other public and private programs for which they may be eligible, such as Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer's Patient Assistance Programs, other state or local healthcare and supportive services, or health insurance Marketplace plans. This service category includes several methods of communication including fact-to-face, phone contact, and any other forms of communication deemed appropriate by the RWHAP Part recipient. Key activities include:

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Continuous client monitoring to assess the efficacy of the care plan

- Re-evaluation of the care plan at least every 6 months with adaptations as necessary
- Ongoing assessment of the client's and other key family members' needs and personal support systems

Non-Medical Case Management Services have as their objective providing guidance and assistance in improving access to needed services whereas Medical Case Management services have as their objective improving health care outcomes.

The Case Manager

Roles of a Case Manager

The roles of the case manager are varied and require that case managers assist clients in addressing problems in all facets of their lives. Case managers often act in**,** but are not limited to the following roles:

- Advocate
- Counselor
- Problem Solver
- Coordinator with Service Providers
- Planner
- Prudent Purchaser

Skills of a Case Manager

In addition to requiring that staff be knowledgeable in all areas listed above, case managers must possess a wide range of skills in order to carry out their functions. The case manager must have considerable skills in locating, developing, and coordinating the provision of supportive services in the community, as well as skills in coordination and follow-up of medical treatments and adherence counseling. Case managers can benefit from training in the following areas regardless of their educational background:

- Case management process (Intake, Assessment, Care Plan Development and Implementation, Coordination of Services, Monitoring/Re-evaluation, and Documentation)
- Interviewing
- Oral, written, and communication skills
- Establishing rapport and maintaining relationships
- Knowledge of eligibility requirements for applicable local, state and federal programs
- Community organizations
- Consultation strategies
- Basic working knowledge of HIV/AIDS
- Basic understanding of highly active antiretroviral therapy (HAART) including treatment adherence
- Record keeping and documentation
- Knowledge regarding the current standards of HIV/AIDS care and case management processes.

All staff should be provided opportunities for training to become familiar with the particular aspects of HIV/AIDS to better understand the needs of the clients served. Case managers should be provided an opportunity for training in all aspects of the disease including coordination and follow-up of medical treatments and the provision of treatment adherence counseling. Publications and newsletters relating to HIV/AIDS can provide informative reading material for case managers. All case managers need to be trained in the use of state approved forms and methods of documentation.

Case Load Size

Caseload size is one of the most important factors affecting job performance. Generally, a caseload of up to 1:75 is considered optimum for the reasons stated above, but few case management agencies have caseloads at this level. Limiting caseload below 75 clients is encouraged, but caseloads are generally 75 or above. When caseloads increase above 75 clients, the nature of the case manager's role may change in the following ways:

- Interactions with clients can become reactive rather than proactive
- More demanding clients may receive the greatest amount of attention from the case manager
- Case managers may not have enough time to develop a suitable rapport with the client
- To save time, case managers may do more for clients rather than working with the clients to foster their independence
- Lastly, more time will be spent on documentation requirements, data collection and reporting
- Staff turnover may increase secondary to burnout

Caseload size alone is not necessarily indicative of the case manager's workload. The stage of the client's illness and/or the emergency circumstances which a client may or may not have (i.e., housing needs) often dictates how a case manager's time is spent. Case managers should be assigned caseloads in a number of ways including caseload number, specialization of cases, level of acuity, and client's geographic location. Funding source is another criteria used to assign cases. Case management programs should establish a fair method of assigning caseloads based on the unique make-up of the HIV/AIDS population in their service area.

Client Advocacy

Client advocacy is a necessary function which requires working closely within the system to make more services available. Advocacy is the act of assisting clients in obtaining needed goods, services or benefits (such as medical, social, community, legal, financial, and other needed services), especially when the individual has had difficulty obtaining them on his/her own. Case managers discuss strategies to remove obstacles or barriers to a client receiving needed services. Documentation should reflect that client advocacy (e.g., promotion of client needs for: transportation, housing or/and scheduling of appointments) has occurred during service provision. Dates of referral, contact person, reason for client being referred and advocacy activities should also be documented.

Standard Policies and Procedures

The objective of the policies and procedures standard is to ensure that agencies have policies and procedures in place that:

- Establish client eligibility
- Guarantee client confidentiality
- Define client rights and responsibilities
- Outline a process to address client grievances
- Uphold Health Insurance Portability and Accountability Act (HIPAA) policy

Eligibility Policy

Agencies must establish client eligibility policies that comply with state and federal regulations. These include screenings of clients to determine eligibility for services within 15-30 days of Intake. Agencies must have documentation of eligibility in clients' records including proof of HIV status, residency, income and health insurance coverage status.

Confidentiality Policy

A confidentiality policy protects clients' personal and medical information such as HIV status, behavioral risk factors, and use of services. The confidentiality policy must include consent for release of information and storage of client's records.

Client Right and Responsibilities Policy

Active participation in one's health care and sharing in health care decisions maximizes the quality of care and quality of life for people living with HIV/AIDS. Case Managers can facilitate this by ensuring that clients are aware of and understand their rights and responsibilities.

Grievance Policy

An agency's grievance policy must outline a client's options if he or she feels that the case manager or agency is treating him or her unfairly or not providing quality services. The grievance procedure must be posted and visible to clients.

Health Insurance Portability and Accountability Act (HIPAA)

An agency must provide the client with the agency's Notice of Privacy Practices on the first date of service delivery as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Obtain a signed copy of the patient acknowledgement of Notice of Privacy Statement (HIPAA form). Provide the client with a copy of the signed statement

Table 1. Case Management Personnel	
Standard	**Measure**
1.1 Newly hired HIV case managers will have the following minimum qualifications: ○ The appropriate skill set and relevant experience to provide effective case management, as well as, be knowledgeable about HIV/AIDS and current resources available. ○ The ability to complete documentation required by the case management position. ○ Have a bachelor's degree in a social science or be a registered nurse with at least one year of case management experience. One year of full-time (or equivalent part-time) work experience in social services delivery (case management, outreach, prevention/education, etc.).	Resume in personnel file.
1.2 Newly hired or promoted HIV case manager supervisors will have at least the minimum qualifications described above for case managers plus two years of case management experience, or other experience relevant to the position (e.g., volunteer management experience).	Resume in personnel file.
1.3 Case management provider organizations will give a written job description to all case managers and all case manager supervisors.	Written job description on file
1.4 Case managers will comply with the Georgia HIV/AIDS Case Management Standards.	Review of case management records.
1.5 Case managers will receive at least two hours of supervision per month to include client care, case manager job performance, and skill development.	Documentation in personnel file of case manager job performance.
1.6 The optimum caseload per case manager is up to 75 active clients.	Observations during site visit and self-report by case manager.
1.7 Case managers will receive training on the Case Management Standards and standardized forms.	Documentation in training records/personnel file.
1.8 Case managers will participate in at least six (6) hours of education/training annually.	Documentation in training records/personnel file.
1.9 Each agency will have a case management supervision policy.	Written policy on file at provider agency.
1.10 Each agency must maintain the Case Managers credentials and/or evidence of training of health care staff providing case management services.	Documentation of credentials in records/personnel file.

Table 2. Agency Policy and Procedures	
Standard	**Measure**
2.1 Each agency must have an eligibility policy and procedure that comply with state and federal regulations (i.e., linguistically appropriate for the population being served)	Written policy on file at provider agency.
2.2 Each agency must have a client confidentiality policy (i.e., linguistically appropriate for the population being served). Every employee must sign a confidentiality agreement.	Written policy on file at provider agency. Copy of signed confidentiality agreement in personnel file.
2.3 Each agency must have grievance policies and procedures; and client's rights and responsibilities (i.e., linguistically appropriate for the population being served). Each agency must implement, maintain, and display documentation regarding client's grievance procedures and client's rights and responsibilities.	Written policy on file at provider agency. Grievance procedures and client's rights and responsibilities displayed in public areas of the agency.
2.4 Inform the client of the client confidentiality policy, grievance policies and procedures, and client's rights and responsibilities at Intake and annually. The case manager and client will sign documentation of the above. The case manager will provide the client with copies of the signed documents.	Documentation in the client's record indicating that the client has been informed of the confidentiality policy, grievance policies and procedures and client's rights and responsibilities. Signed documentation in client's record.
2.5 Obtain written authorization to release information for each specific request. Each request must be signed by the client or legal guardian. (e.g., linguistically appropriate for the population being served) **Note**: If releasing AIDS Confidential Information (ACI), the client must sign an authorization for release of information, which specifically allows release of ACI. (See Georgia Code Section 31-22-9-1 (a) (2) for definition of ACI and Georgia Code Section 24-9-47 for medical release of ACI.)	Release of information forms signed by client in case management record.
2.6 Provide the client with the agency's Notice of Privacy Practices on the first date of service delivery as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Obtain a signed copy of the patient acknowledgement of Notice of Privacy Statement (HIPAA form). Provide the client with a copy of the signed statement.	Signed acknowledgement of Notice of Privacy Statement (HIPAA form) in the client's record.

Intake Overview

The purpose of the Intake process is to ensure the client understands what medical case management is and that the client is currently not receiving this service elsewhere. It is extremely important to provide mandated information and obtain required consents, releases, and disclosure. An Intake is also a time to gather and provide basic information from the client with care and compassion. It is also a pivotal moment to establish trust, confidence, and rapport with the client. If there is an indication that the client may be facing an imminent loss of medication or other forms of medical crisis, the Intake process should be expedited and appropriate intervention should take place prior to formal enrollment.

Five steps must be completed for every client who is new or re-enrolling into case management: Client Intake, Income/Expense Spreadsheet, Acuity Scale, Individualized Service Plan (ISP), and Case Note/Progress Note. The above mentioned forms will be discussed in further detail throughout this document.

Intake

The first step in the enrollment process is to complete the Client Intake form. Upon completing this form, the Case manager will review all documents to ensure that the requested information has been provided, signed by both client and case manager, and that all supporting documents are attached. The Client Intake must be completed within 15-30 days of beginning the initial Intake assessment. Additional information regarding the Client Intake can be found on pages 10-12 and the Case Management Intake form is located in Appendix 1.

Income/Expense Spreadsheet

The second document to be completed is the Income**/** Expense Spreadsheet. This document will tabulate as numbers are entered into the cells. The purpose of this form is to obtain information regarding a client's financial expenses/resources. The Income/Expense Spreadsheet must be completed within 15-30 days of beginning the initial Intake. The spreadsheet is located in Appendix 2**.**

Acuity Scale

The third step is to complete the Acuity Scale assessment. It is not necessary for a client to sign this document, only the case manager. The scale is a tool for case managers to use in conjunction with the initial Intake to develop an ISP. The intent is to provide a framework for documenting important assessment elements and standardizing key questions. The Acuity Scale also translates the assessment into a level of support designed to provide assistance appropriate to the client's assessed level of functioning. This document must be completed within 15-30 days of beginning the initial Intake. Additional information regarding the Acuity Scale can be found on pages 36-42 and the Case Management Acuity Scale is located in Appendix 3**.**

Individualized Service Plan (ISP)

The fourth step is to develop the initial comprehensive ISP, which constitutes another essential function of case management. The ISP is the “bridge” from the assessment phase to the actual delivery of services. The primary goal of the ISP is to ensure clients access, retention, and adherence to primary medical care by removing barriers to care. A comprehensive assessment is developed using information gathered while completing the Intake and Acuity Scale to determine the level of the client’s needs and personal support systems. The information is then used to develop a mutually agreed upon comprehensive ISP with specific goals and action steps to address barriers to care. The ISP’s should be developed using SMART objectives; **S**pecific, **M**easurable, **A**ttainable, **R**ealistic, and **T**ime Specific. A comprehensive ISP should be signed by both the client and case manager within 15-30 days of beginning the initial Intake process. Additional information regarding the ISP can be found on pages 43-48 and in Appendix 4.

Progress note or case note documentation

The final step is to complete a progress note that contains specific details to explain information gathered during the Intake process as well as other relevant information. Progress note documentation, regardless of complexity, must be comprehensive enough to support the design and implementation of the ISP and the nature of case management services provided. A client's history is usually reflective of trends and may offer valuable insight about what to expect in the future. It is important that the case managers documentation reflects the following: subjective (what you hear) and objective (what you see) observations (e.g. changes in health status or feelings of anxiety or depression). Document any actions done in response to the observations and the client's response to the actions. To provide a more complete picture of the client’s situation, the case manager may document the client, family member or significant other’s actual response (verbal or non-verbal) to any aspect of care provided. A verbal response may be documented using quotations (e.g. “response” marks). Non-verbal responses should be described in as much detail as possible. This progress note documentation must be completed within 15-30 days of beginning the initial Intake. Additional information regarding Progress notes can be found on pages 24-26**.**

Initial Intake

The case manager should become familiar with the eligibility requirements of numerous assistance programs to better meet the needs of the client. The Ryan White HIV/AIDS Program requires that funds are utilized as the payer of last resort. The following eligibility documents must be provided during intake: proof of HIV status, residency, income and health insurance coverage status.

An Intake is the formal process of collecting information to determine the client's eligibility for services and his/her immediate service needs. During the Intake, clients should be informed of the case management services available that can assist them with maintaining their wellbeing and independence. The information collected during the Intake process provides the basis for obtaining an informed consent for case management services and for conducting the comprehensive needs assessment.

The following are objectives of an Intake: establish rapport and trust between the client and case manager, determine the clients immediate need and the link them to the appropriate resources, inform the client of the scope of services offered by the Ryan White program including benefits and limitations, inform the client of his/her rights and responsibilities as a participant in the program, and obtain the client's informed consent to participate in the program. Case managers should allow the interactions with the client to evolve in such a way that the client feels free to express his/her needs openly and for those needs to be acknowledged by the case manager.

Intake must be completed for new or re-enrolling clients upon referral to case management services. The client should serve as a primary source of information; a case manager should actively engage the client in the assessment process. Clients may be asked to identify their own strengths/weaknesses and to assist in identifying support services that will be needed for independent living. The healthcare team may be contacted for more information regarding the client's medical condition and needed medical and support services. Additional sources of information might include hospital or social service agency records, family, friends, and therapists. These sources of information must be utilized only with the knowledge and consent of the client. Five major areas of a client's life for consideration when conducting an Intake include the following:

1. Clinical/Medical – This includes discussion of the client's health status, diagnosis, possible treatments, the client's right to refuse care or insist upon a different approach and access to primary care.

2. Psychosocial – This includes discussion of the client's level of coping or functioning and past coping strategies that were tried. A review of available resources for client support, an assessment of the client's strengths/weaknesses, support groups and barriers to care should also be addressed.

3. Social – This includes discussion of the client's family structure, significant others and cultural background. The case manager should meet with the client's family members and significant others, if the client wishes. The client's history of family, friends, spouses, domestic partners and others are essential to the client's well-being. This network can provide a range and depth of services which can only be enhanced.

4. Economic – This includes the current financial resources and insurance coverage, and financial assistance that has not been explored (i.e., food, housing**,** transportation, etc.). Budget counseling and debt management should be provided as an option. All resources including but not limited to employment and disability coverage should be explored. The client and family should be educated about insurance issues and terminology. (See Appendix 2. Income/Expenses Form.)

5. Cultural – This includes assessing culturally specific needs of the client and ensuring that case management services are provided in the preferred language of the client. Please note that it is not encouraged to rely on children or family to interpret for the client. Language assistance may be necessary to interpret and/or translate key information including, but not limited to, the consent for services, consent for release of medical/psychosocial information, grievance policy and any other similar documents that a provider might typically use during service provision to clients.

Typically the initial interaction with the client regarding case management services will occur via face-to-face or telephone. However, the Intake can be conducted in other locations such as: office, hospital, clinic, home, or shelters. The Intake is necessary to determine whether the client is experiencing a crisis situation and/or requires an immediate referral. The case manager and client will discuss services offered, the expectation from both client and case manager, and requirements to access case management services. It is during this interaction that the case manager and client establish the basis for developing rapport and trust, which are essential elements of case management. This information must be discussed during the Intake in order to avoid future miscommunication and inappropriate expectations.

If it is determined that the client is eligible for HIV/AIDS services the case manager or another staff member should proceed with the following:

- Obtain consent for services based on agency's policies.
- Explain medical and support services available and other case management procedures.
- Explain the agency's regular, after-hours, weekend, and holiday policies (if applicable).
- Explain the agency's grievance policy, policies/procedures and client rights and responsibilities.
- Advise client of his/her rights to confidentiality as specified by state statutes and obtain authorization to release confidential information as needed.

- Initiate a client file/record to be maintained throughout the duration of the client's involvement with the case management agency.

Note: The client must sign an authorization for release of information, which specifically allows release of AIDS Confidential Information (ACI). (See Georgia Code Section 31-22-9-1 (a) (2) for definition of ACI and Georgia Code Section 24-9-47 for medical release of ACI.)

Table 3. Intake	
Standard	**Measure**
3.1 Determine Ryan White eligibility for services if client chooses to enroll in case management services.	Documentation of eligibility in clients' records including proof of HIV status, residency, income and health insurance coverage status.
3.2 Obtain client's authorization to obtain and/or release information if there is an immediate need to release or request information.	Signed Release (or No-Release) of Information in client's record.
3.3 Complete the Initial Intake, Income/Expense Spreadsheet, Acuity Scale, initial ISP, and case/progress note within 15-30 days of beginning the initial Intake assessment.	Completed Intake, income/expense spread sheet, acuity scale, initial ISP, and case/progress note in client's record.

Acuity Scale

The Acuity Scale should be completed within 15-30 days after initiating the Intake. All new and re-enrolling clients must have an Acuity Scale completed. The scale is a tool for the case managers to use in conjunction with the initial Intake to develop an Individualized Service Plan (ISP). The intent is to provide a framework for documenting important assessment elements and standardizing the key questions that should be asked as part of an assessment. This scale also translates the assessment into a level of programmatic support designed to provide the client assistance appropriate to their assessed need and function.

Level is defined as a numerical point scale used to identify the severity of each life area. Life Areas are defined as activities potentially disabling to a client and therefore have greater priority when developing an ISP and assigning program support activities. It's important to remember that not all Life Areas have the same point values assigned. The following provided information that is important to remember: 1) Clients should be interviewed in accordance with the Case Management Standards. 2) Review all pertinent client documents, secondary assessments done by other professionals (where appropriate) and any relevant information available about the client's needs. 3) **Using professional judgment, the assigned Acuity Level can be increased but not decreased.** If there are indicators which are so compelling that they are potentially disabling to a client, a higher level may be assigned so that a higher level of programmatic support may be provided to stabilize the client. The acuity level can only be decreased if after completing a new Acuity Scale the assigned acuity level is lower than the previous acuity level. 4) Appropriate case management activities are then assigned according to the Activities by Acuity Levels document. 5) All clients should have an ISP completed upon initial Intake regardless of Acuity Level and 6) Once the initial Acuity Scale and ISP has been completed the re-assessment is directed by the Activities by Acuity Level document.

The instructions listed below explains how to complete the Acuity Scale:

- The Life Area column should have a completed date**.**
- Check each box (per column) that applies to the client regardless of the Acuity Level at the top of each column. This step must be repeated for each Life Area.
- After all the applicable boxes have been checked**,** the acuity level for that column should be determined based on the highest level with checked boxes for that row. This step must be repeated for each Life Area.
- Upon determining scores for each Life Area, all the scores should be added to get an overall Total Score. This score should be written in the space provided on page 5 of the acuity scale document.
- Once the Total Score has been documented the level of acuity can be determined based of the corresponding scale found on page 5 of the acuity scale document.
- Write the Acuity Level and Date in the space provided.

- The final step to completing this document is to complete the bottom of page 5 by adding the Clients Name and Client ID# as well as the Case Managers Name, Initials, and Date.

Acuity Levels

Levels 1 and 2 clients are at a lower acuity level, which require less intensive case management services. Level 3 clients are at a higher acuity level which require more case management services. Level 4 clients are at the highest acuity level which require intensive case management services. Appropriate case management activities are assigned in accordance with the Activities by Acuity Level document according to the indicated acuity scale levels. Below are the Acuity Levels, point values and a brief description of a client who has been assigned that level of acuity.

Level 1 Self-Management 14-17 points

Self-management is appropriate for clients who are adherent to medical care and treatment, are independent, and are able to advocate for themselves. Clients may need occasional assistance from the case manager to update eligibility forms. These clients have demonstrated capability of managing self and disease, are independent, medically stable, virally suppressed and have no problem getting access to HIV care. Additionally, their housing and income source(s) should be stable. If clients have a mental health diagnoses, they should be in the care of a mental health provider and adherent to their treatment plan. If clients have a history of substance abuse, they should have more than 12 months of sobriety and should preferably be accessing continued support services to maintain their sobriety. The majority of case management services provided will be non-medical vs. medical. The objective is to provide guidance and assistance in improving access to needed services. Re-evaluation of the acuity scale and care plan must occur at least every 6 months with adaptations as necessary.

Level 2 Supportive 18-22 points

Supportive case management is appropriate for clients with needs that can be addressed in the short term. Clients should be adherent to their medical care and treatment, independent, and able to advocate for themselves. Additionally, these clients require minimal assistance and their housing and income source(s) should be stable. Clients may require service provision assistance no more that 2-3 times a year. If the clients have mental health diagnoses, they should be in the care of a mental health provider and adherent to their treatment plan. If clients have a history of substance abuse, they should have no less than 6-12 months of sobriety and should preferably be accessing continued support services to maintain their sobriety. This includes the provision of advice and assistance in obtaining medical, social, community, legal, financial, and other needed services. The majority of case management services provided will be non-medical vs. medical, the objective is to provide guidance and assistance in improving access to needed services. Re-evaluation of the acuity scale and care plan must occur at least every 6 months with adaptations as necessary.

Level 3 Intermediate 23-37 points

Intermediate case management is appropriate for clients who are considered medically case managed. Coordination and follow-up of medical treatments are a component of medical case management. These clients require assistance to access and/or remain in care, and are at risk of non-compliance to medications and appointments. They may have opportunistic infections and other co-morbidities that are not being treated or addressed and have no support system in place to address related issues. The case manager should ensure timely and coordinated access to medically appropriate levels of health and support services, and continuity of care, through ongoing assessment of the client's and other key family members' needs and personal support systems. Key activities include but are not limited to: completing initial Intake within 30 days of beginning Intake, development of an individualized service plan (ISP) within 30 days of beginning Intake, and re-evaluation of the acuity scale and ISP revision at least every 6 months. The majority of case management services provided will be medical vs. non-medical and the objective is to improve health care outcomes. Documentation should be reflective of goals, activities and outcomes in the progress notes. Consultation with a multi-disciplinary team, case management supervisor and/or others as needed should be documented.

Level 4 Intensive 38-56 points

Intensive case management is appropriate for clients who are considered medically case managed. These clients require assistance to access and/or remain in care. The clients are at risk of becoming lost to care and are considered medically unstable without MCM assistance to ensure access and participation in the continuum of care. The case manager should ensure timely and coordinated access to medically appropriate levels of health and support services, and continuity of care, through ongoing assessment of the client's and other key family members' needs and personal support systems. Key activities include but are not limited to: completing initial Intake within 15 days of beginning Intake, development of an individualized service plan (ISP) within 30 days of beginning Intake, and re-evaluation of the acuity scale and ISP revision at least every 3 months. The majority of case management services provided will be medical vs. non-medical and the objective is to improve health care outcomes. Documentation should be reflective of goals, activities and outcomes in the progress notes. Consultation with a multi-disciplinary team, case management supervisor and others as needed should be documented.

Upon completing and scoring the Acuity Scale, the Activities by Acuity Level document in Appendix 5 provides timelines and activities that must be followed depending on the acuity level score. Information obtained while completing the Acuity Scale can be utilized to develop the ISP.

After the initial documents have been completed for a new or re-enrolling client, the next step is to determine when the Acuity Scale and ISP will need to be revised. For level 4 clients, this will be at least every 3 months. Level 1-3 clients, will require revision at least every 6 months. However the ISP and Acuity scale can be updated more frequently if needed.

Documentation must ensure that the following activities are being completed for all new and established case management clients:

New

- Standardized Case Management Intake
- Acuity Scale
- Acuity Scale completed and leveled in accordance with the Activities by Acuity Level document
- ISP
- Case/Progress note

Established clients

- Acuity Scale updated every 3-6 months and leveled in accordance with the Activities by Acuity Level document
- The ISP updated every 3-6 months and leveled in accordance with the Activities by Acuity Level document
- Client contact document in clients chart, in accordance with the Activities by Acuity Level document

Table 4. Acuity Scale

Standard	Measure
4.1 All new or re-enrolling case management client charts will have a completed Acuity Scale within 15-30 days of initial assessment.	Each Life Area of the Acuity Scale must be assessed and a score assigned an in the client chart.
4.2 All case managed client charts containing a completed Acuity Scale will have a level of acuity assigned.	Every Acuity Scale must contain the Total Score and Assigned Acuity Level reflective on each completed Acuity Scale Assessment and in the client chart.
4.3 All Acuity Scale assessments will be updated in accordance with the Activities by Acuity Level document. (see Appendix 5)	At a minimum the Acuity Scale should be revised as follows: Level 4 – Every 3 months. Level 1-3 – Every 6 months.

Individualized Service Plan (ISP)

The development of the ISP consists of the translation of information acquired during Intake and/or acuity scale into short and long term objectives for the maintenance and independence of the client. The service plan includes: identification of all services currently needed by the client; identification of agencies that have the capacity to provide needed services to the client; specification of how the client will acquire those services; the procedure that will be followed to assure the client has successfully procured needed services; and a plan for how the various services the client receives will be coordinated while specifically defining the role of the case manager. Client participation in the development of the service plan is encouraged to the fullest extent possible. In particular, client feedback should be obtained on each element of the service plan before it is implemented.

Every new or re-enrolling client must have an ISP completed and signed by both the case manager and client. Additionally, there must be an ISP completed for every new and re-certifying ADAP/HICP client at least every 6 months. In the event the client already has a case manager, the same ISP can be utilized for the ADAP/HICP client charts. The primary goal of the ISP is to ensure clients access, retention, coordination of care and follow up, and medical/treatment adherence to primary medical care by removing barriers to care. A medical, psychosocial and financial portrait of the client is created using information gathered during the Intake and acuity scale process. The information is then utilized to develop a mutually agreed upon comprehensive ISP with specific goals and action steps to address barriers to care.

The ISP is the “bridge” from the assessment phase to the actual delivery of services and constitutes another essential function of case management. It is developed on the basis of the information obtained from the client assessment and pinpoints the individualized needs of the client and links the appropriate services with the needs. The ISP is a map of actions that documents the interventions, actions, responsibilities and timeframes needed to meet the identified goals. Interventions and actions may be immediate, short term or future focused. Future focused interventions anticipate a persons’ changing life circumstances and recognize the role of prevention. The realistic needs of the client should be reflected in the development of the plan. The ISP must include coordination and follow-up of medical treatments and treatment adherence.

The client is involved with the planning of the ISP, but it is the responsibility of the case manager to write the plan. The client’s primary physician, mental health provider, caregiver, and other appropriate individuals should be contacted for additional information if deemed appropriate. It is important that the case manager have a comprehensive knowledge of the community resources to address the needs of the client during the development of the ISP.

ISP’s should be developed using SMART objectives; **S**pecific, **M**easurable, **A**ttainable, **R**ealistic, and **T**ime Specific. Information documented on the ISP can be brief statements that explain the client’s situation. The document contains a set of goals and

activities that help clients access and maintain access to services, particularly primary medical care, gain or maintain medication adherence, and move towards self-sufficiency. Short term goals address immediate needs, especially those required to stabilize the client or to deal with a crisis situation. These are goals that the client can realize in the near future, such as in a day, within the week or even a few months. Long term goals are achieved over a longer period of time. These goals are usually those that are meaningful, thus giving the client a sense of greater importance. It is important to prioritize goals and help clients decide what is most important right now. The ISP documents the resources readily available to help the client make immediate improvements in his/her situation.

After completing the assessment, case managers should be able to answer basic questions about the new client and his/her care needs. Information collected should be used as a baseline from which to update the client's health status and change in service needs over time. Both the case manager and client must sign and date the ISP; however agencies using EMRs may use an electronic signature for case managers. Additionally, the client must be offered a copy of his/her ISP and documentation should be kept in the clients chart.

Implementation requires the case manager and the client to work together to achieve the goals and objectives of the ISP. Providing social support and encouragement to the client is as much a part of implementation as the actual brokerage and coordination of services. In order to make the ISP work, the case manager and client need to determine how much autonomy the client can exercise on his/her own behalf and how much assistance he/she needs in order to acquire the services. Implementation of the ISP includes careful documentation in the progress notes of each encounter with the client. Dates of contact, information on who initiated contact and any action that resulted from the contact should be included in the documentation.

When to revise the ISP

The ISP should be completed for all case managed clients. Level 4 clients should have an ISP revised at least every 3 months and Level 1-3 revised at least every 6 months. The acuity scale should be updated during this time as well. Upon revising the ISP a progress note must be completed.

Case Managers must ensure that the following activities are being completed for all new and established **Medical Case Management** clients:

- All clients should have ISP goals established after initial assessment.
- Develop a comprehensive ISP within 30 days of beginning the Intake.
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care
- Continuous client monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every 3-6 months with adaptations as necessary
- Ongoing assessment of the client's and other key family members' needs and personal support systems

- Treatment adherence counseling to ensure readiness for the adherence to complex HIV treatments
- Client-specific advocacy and/or review of utilization of services
- All clients should have documented evidence of coordination of services required to implement the ISP during service provision, referrals, and follow-up.

Case Managers must ensure that the following activities are being completed for all new and established **Non-Medical Case Management** clients:

- All clients should have ISP goals established after initial assessment.
- Develop a comprehensive ISP within 30 days of beginning the Intake.
- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Continuous client monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every 6 months with adaptations as necessary
- Ongoing assessment of the client's and other key family members' needs and personal support systems

Table 5. ISP Assessment

Standard	Measure
5.1 Conduct client eligibility evaluation every 6 months. The process to determine client eligibility must be completed in a time frame so that services are not delayed.	Eligibility assessment must include at a minimum: ○ Proof of income ○ Proof of residency ○ Proof of active participation in primary care or documentation of the client's plan to access primary care.
5.2 All newly enrolled or reactivated case managed clients must have an acuity scale and comprehensive ISP completed within 15 days for a Level 4 and 30 days for a Level 1-3 of beginning the initial Intake	At minimum, the initial assessment should cover the following areas: ○ Medical History/Physical Health Status ○ Medical Treatment and Adherence ○ Health Insurance ○ Family/Domestic Situation ○ Housing Status ○ Source of Income ○ Nutrition/Food ○ Mental Health ○ Substance Abuse ○ Personal and Community Support Systems ○ Disclosure ○ Risk Reduction ○ Legal Issues ○ Transportation
5.3 All newly enrolled or re-certifying ADAP/HICP client must have an ISP completed within 30 days of beginning the application.	

	○ Cultural Beliefs and Practices/Languages ○ Dental ○ Emergency Financial Assistance ○ Additional Service Needs Ensure that documentation (progress notes, initial assessment, or re-assessment) is in the client's record.

COORDINATION OF CARE AND RE-EVALUATING ISP

Coordination involves communication, information sharing, and collaborating, which can occur regularly with case management and other agencies serving the client. The case manager and agencies work together on a case-by-case basis to ensure that clients receive appropriate services without duplication. During coordination of services the case manager will focus on the clients' strength and accomplishments rather than focusing on short comings or relapses. Coordination activities may include directly arranging access, reducing barriers to obtaining services, establishing linkages, and other activities recorded in the progress note.

Table 6. Coordination of Services

Standard	Measure
6.1 Implement client's ISP.	Documentation in client's record of progress toward resolution and outcome of each item in client's ISP.
6.2 Identify and communicate with other case managers with whom the client may be working with. Collaboratively determine with all parties and the client the person most appropriate to serve as the primary case manager.	Documentation in client's record of other case managers with whom the client may be working with and documentation of who is the most appropriate person to serve as the primary case manager.
6.3 With consent of the client, identify and communicate with other service providers with whom the client may be working. This can occur during team meetings to coordinate continuity of care.	Documentation of communication in client's record. Agenda or meeting notes.
6.4 Coordination and follow-up of HIV primary medical care and treatment adherence. Clients should have one visit with their HIV primary care provider (i.e., MD/DO, PA, and APRN) at least every six (6) months.	Attendance at HIV medical visits. Documentation of referrals to primary care and follow-up within 30 days.

For clients who have not had a visit with their HIV primary care provider, the case manager should follow up with the client within 30 days to determine barriers to care and adherence.	

Re-evaluating the ISP – The case manager must complete an assessment of the clients' needs in accordance with the Activities by Acuity document**.** It is critical that the ISP be updated in collaboration with the client, taking into account his/her priorities and perception of needs. The ISP should be updated every 6 months, including any new goals identified and completed. This includes a re-evaluation of health issues related to HIV and non-HIV, resources available to a client, as well as compliance with treatment adherence. The case manager will ensure that persons living with HIV/AIDS and not accessing or utilizing HIV primary medical care could still receive other supportive services if desired. Access to other HIV supportive services is not conditional upon access to, or utilization of HIV primary medical care.

Table 7. Re-Evaluating the ISP

Standard	Measure
7.1 ISPs for medical and non-medical case management clients should ensure that all areas of assessment have been addressed and updated in accordance with the Activities by Acuity Level document.	At minimum, the initial assessment should cover the following areas: ○ Medical History/Physical Health Status ○ Medical Treatment and Adherence ○ Health Insurance ○ Family/Domestic Situation ○ Housing Status ○ Source of Income ○ Nutrition/Food ○ Mental Health ○ Substance Abuse ○ Personal and Community Support Systems ○ Disclosure ○ Risk Reduction ○ Legal Issues ○ Transportation ○ Cultural Beliefs and Practices/Languages ○ Dental ○ Emergency Financial Assistance ○ Additional Service Needs
7.2 ISPs for ADAP and HICP clients should ensure that all areas of assessment have been addressed and updated at least every 6 months.	

	Ensure that documentation (progress notes, initial assessment, or re-assessment) is in the client's record.
7.3 All medical and non-medical case management clients must have an Acuity Scale an ISP revised in accordance to the Activities by Acuity Level document.	The following information must be provided for each area assessed: Identified Needs, Goals, Interventions/Timelines, and Outcomes. Documentation (progress notes, initial assessment, or re-assessment) in client's record.

Termination of Case Management Services/Discharge Planning is an important component of medical and non-medical case management. There are legitimate reasons for terminating medical case management services with a client, but keep in mind that termination should never be assumed. A good faith effort must be attempted and clearly documented in the clients chart prior to discharge from case management. For example, clients may be very difficult to locate for numerous reasons, such as being recently incarcerated, extended hospitalization, being homeless or in transition.

Table 8. Transition and Discharge

Standard	Measure
8.1 Discharge a client from case management services if any of the following conditions apply: ○ Client is deceased ○ Client requests discharge ○ Client's needs change and they would be better served through primary case management at another provider agency ○ If a client's actions put the agency, case manager, or other client's at risk (i.e., terrorist threats, threatening or violent behavior, obscenities, harassment or stalking behavior). ○ If client moves/re-locates out of service area ○ If after repeated and documented attempts, a case manager is unable to reach a client for twelve (12) months. ○ If the client no longer meets Ryan White eligibility requirements. ○ No longer needs/want Case Management Services	Documentation exists in client's record of reason for discharge.

Documentation

Documentation is a key means of communication among interdisciplinary team members. It contributes to a better understanding of a client and his**/**her family/caregiver's unique needs and allows for interdisciplinary service delivery to address those needs while reflecting the accountability and involvement of the case manager.

Documentation is an important process that facilitates and explains what services were provided and what actions were taken. Good documentation will facilitate communication between service providers and ensure coordinated, rather than fragmented service provision. It is important to be able to provide relevant client information at any given time. This is necessary for the legal protection of both the agency and the case manager. Remember "if it's not documented, it never happened". Documentation runs concurrently throughout the entire case management process and should be concise, accurate, up-to-date, meaningful, and consistent. The following information should be documented: history and needs of a client; any services that were rendered; outcomes achieved or not achieved during periodic reviews; and any additional information (e.g. case conferences, email exchanges, consultation with others, and any additional exchanges regarding the client). Case note documentation should be complete so anyone reading the charting notes can understand who this client is, what brought them to the office, what goals were established, what is the plan, what interventions were utilized, and what referral/follow up will happen, if any. It is also useful to record contact and other details of agencies used, such as phone numbers and contact names of an interpreter service, or the hours of availability of a service provider for future reference. Language in case notes needs to be strengths based.

In an effort to standardize documentation and be in alignment with federal guidelines, all case note documentation must be reflective of how healthcare outcomes are being improved as well as how by providing guidance and assistance is improving access to services for clients. The Georgia Ryan White Part B program has adopted two standardized formats for documenting case/progress notes for charting: 1) APIE (Assessment, Plan, Intervention, and Assessment); and 2) SOAP (Subjective, Objective, Assessment, and Plan). Medical and Non-Medical Case Management services are provided by both Case Managers and Nurse Case Managers. The Nurse Case Manager is often utilized in a dual capacity of both Nurse and Case Manager, which means they are also expected to be in compliance with Georgia Case Management Standards during service provision.

The Case Manager will have the option of using an APIE or SOAP format, while Nurse Case Managers can continue to utilize the SOAP format for documentation in client charts. APIE is a format that condenses client statements by combining subjective and objective information into the Assessment section and combining actions with the expected outcomes of client care into the Plan component. The four phases of APIE are:

- Assessment: information about the client's presenting issues, gathering of the facts, some historical perspective, and assessment of the client's needs
- Plan: a plan is developed in order to address the identified need of the client
- Implementation: specific tasks or action steps that need to be taken in order to fulfill the plan
- Evaluation: provides a means for accountability in ensuring that the plan is being worked on and progress is updated. It should include timelines and specific measurable outcomes

A SOAP note is another documentation format utilized to document in a client's chart. There are four phases of SOAP note documentation are:

- Subjective: describes the client's current condition in narrative form
- Objective: documents your perception of the clients' physical state or status
- Assessment: details any diagnoses or presenting reason for the visit
- Plan: describes the plan for managing the clients concern

The strength of case management services provided depends on good documentation in the client's records. Charts should include:

- Important enrollment forms and information such as Intake forms, consent for enrollment forms, release of information forms etc.
- Client information used to develop the initial assessment and the individualized service plan (ISP), monitoring activities, and revisions to the ISP
- Medical information and service provider information, and confirmation of diagnosis
- Benefits/entitlement counseling and referral services provided. Documentation should include assistance in obtaining access to both public and private programs, such as but not limited to, Medicaid, Medicare Part D, Patient Assistance Programs (PAP), co-pay cards, AIDS Drug Assistance Programs (ADAP), other state and local healthcare documents and supportive services
- The nature, content, units of case management services provided and whether the goals specified in the care plan have been achieved
- Whether the client has declined services at any time while being an active client in case management
- Timelines for providing services and re-evaluations
- Clear documentation of the need and coordination with case managers of other programs
- Entries should be documented in chronological order. Do not skip lines or leave spaces
- Be specific, use time frames, and quotations if indicated. Avoid generalizations with documentation
- Avoid labeling or judging a client, family, or visitor in the documentation
- Use a problem oriented approach: identify the problem, state what was done to solve it, and document any follow-up instructions including timelines as well as the outcome
- Document all interactions with the client, outside organizations and other consulting disciplines

General Documentation Principles

Follow general documentation principles including:

- Document in ink only
- Record the client's name and identifiers (e.g., date of birth or clinic ID number) on every page
- Record date on all entries
- Document the duration (i.e., 15 minutes, 30 minutes, 1 hour etc.)
- Ensure the type of encounter is identified (face-to-face, telephone contact, consult, etc.)
- Personnel must sign all entries with full name and professional title.
- Ensure that entries are legible
- All entries should be made in a timely manner (i.e., the same day). Late entries should be clearly indicated as such
- If an error is made, then make one strike through**,** initial and date the error, do not use white out under any circumstances
- Thoroughly complete all forms, applications, and other documents with the most accurate information available
- Do not alter forms, applications, or other documents
- Do not forge signatures (i.e., do not sign for the provider (MD/DO, APRN, PA), client, etc.)

Note: Submission of incomplete, inaccurate, or altered applications may result in delays in client services. Submission of incomplete ADAP applications will result in the delay of medications to the client.

Table 9. Documentation

Standard	Measure
9.1 Each agency must have a documentation policy.	Written policy on file at provider agency.
9.2 Case managers must participate in documentation training.	Training records in personnel file.
9.3 Case managers must ensure that appropriate signatures are on all applicable documents.	Documents maintained in the clients charts.
9.4 Case Managers must document all interactions or collaborations which occurred on clients' behalf.	Documents maintained in the clients charts.
9.5 Each client's case management record must be complete and include all relevant forms and documentation.	Client chart contains all relevant forms, proof of eligibility, ISP, progress notes, and other pertinent documents.

Appendix 1

CLIENT INTAKE

☐ New Client ☐ Updated ☐ Reactivated Client

Date: _____ SOC. SEC. # _____ Client # _____

PERSONAL INFORMATION

LAST NAME _____ FIRST NAME _____ MIDDLE INITIAL/ MAIDEN NAME _____

STREET ADDRESS _____ CITY/STATE _____ ZIP _____

ALTERNATE ADDRESS _____ CITY/STATE _____ ZIP _____

O.K. to Mail to Mailing address ☐ YES ☐ NO Anonymous return address requested ☐ YES ☐ NO

COUNTY _____ AGE/DOB _____/_____ GENDER _____

HOME PHONE (_____)_____ May we leave message? ☐ YES ☐ NO Message/Day Phone (_____)_____

Discreet message only: ☐ YES ☐ NO May we contact you at work? ☐ YES ☐ NO

PHONE (_____)_____

ETHNICITY: ☐ HISPANIC/LATINO ☐ NON HISPANIC/NON LATINO

RACE: ☐ WHITE ☐ BLACK OR AFRICAN-AMERICAN ☐ ASIAN ☐ OTHER
☐ NATIVE HAWAIIAN/PACIFIC ISLANDER ☐ AMERICAN INDIAN OR ALASKAN NATIVE

PRIMARY LANGUAGE _____ NEED INTERPRETER ☐ YES ☐ NO

KEY CONTACTS

EMERGENCY CONTACT _____ RELATIONSHIP _____ PHONE NUMBER (_____)_____

AWARE OF STATUS? ☐ YES ☐ NO

HIV/AIDS PROVIDER _____ (___) _____

PRIMARY CARE PROVIDER (ADDRESS & PHONE #) _____ (___) _____

DENTAL _____ (___) _____

MENTAL HEALTH _____ (___) _____

OTHER AGENCIES WORKING WITH CLIENT _____ (___) _____

Place Client Label Here

Case Managers Initials: _____

Date: _____

HEALTH INSURANCE (Check all that apply)

☐ Medicaid/OHP # _____ ☐ Private Ins. _____
☐ Date of Medicaid Eligibility _____ ☐ ID # _____
☐ Medicare A & B #_____ ☐ Medicare D Provider _____
☐ Veterans Benefits#_____ ☐ Dental Insurance _____
☐ ADAP_____ ☐ Not Insured _____

EMPLOYMENT ☐ YES ☐ NO

Aware of HIV/AIDS status? ☐ YES ☐ NO

_____
EMPLOYER

_____ _____
ADDRESS CITY/STATE/ZIP CODE

EDUCATION

Highest grade you completed in school? _____

Do you have difficulty reading? ☐ YES ☐ NO
Do you have difficulty writing? ☐ YES ☐ NO

HIV STATUS

☐ HIV-positive not AIDS ☐ HIV-positive, AIDS status unknown ☐ CDC-defined AIDS
Date tested positive _____ Date of AIDS diagnosis _____

Transmission Category (Check One)

☐ MSM ☐ MSM/IDU ☐ Heterosexual ☐ Unknown ☐ Occupational Exposure
☐ IDU ☐ Maternal/Child ☐ Undisclosed ☐ Blood Products ☐ Other

NON-HIV RELATED CONDITIONS

_____
_____
_____
_____

MEDICATIONS - Including all current medication, prescriptions, over-the-counter & experimental

MEDICATION	PURPOSE	DOSE	FREQUENCY	BEGAN/REFILLED

Do you need help obtaining medications? ☐ YES ☐ NO

_____
_____

Place Client Label Here

Case Managers Initials:_____

Date:_____

ADHERENCE **NEW TO CARE** ☐ YES ☐ NO **PREVIOUSLY IN CARE** ☐ YES ☐ NO

On the average, how many appointments have you missed within the past 6 months?

☐ None ☐ 1-3 ☐ 3-5 ☐ 5-7 ☐ 7 or more

What keeps you from attending your appointments and how can we help you to keep your appointments? _____

Are you presently taking or have you ever taken medications for HIV (antiretrovirals)? ☐ YES ☐ NO

What do you do when you have side effects? _____

On average how many days per week would you say that you missed at least one dose of your HIV medications? ☐ Every day ☐ 4-6 days/week ☐ 2-3 days/week ☐ Once a week ☐ Less than once a week ☐ Never

What keeps you from taking your medications? _____

What is the hardest thing about taking your medications? _____

Would you like more information about medications for HIV? ☐ YES ☐ NO _____

LIVING SITUATION

☐ Apartment ☐ Own House ☐ Rental House ☐ HUD/Section 8 ☐ Adult Foster Care
☐ With Friends ☐ With Family ☐ Transitional Housing ☐ Hospice
☐ Emergency/Shelter ☐ Homeless ☐ Skilled Nursing Facility
☐ Personal Care Home ☐ Other

Describe current situation (Stability, safety, affordability) _____

_____

HOUSEHOLD MEMBERS

MARITAL STATUS: ☐ MARRIED ☐ SINGLE ☐ DIVORCE ☐ WIDOWER ☐ PARTNER

NAME	RELATIONSHIP TO CLIENT	PHONE #	AWARE OF HIV STATUS
			☐YES ☐NO
			☐YES ☐NO
			☐YES ☐NO

FAMILY MEMBER(S) WHO ASSIST WITH YOUR CARE

			☐YES ☐NO
			☐YES ☐NO

HOUSEHOLD MEMBERS LIVING WITH HIV ☐ YES ☐ NO WHO? _____

FAMILY DEPENDENT CHILDREN

Do you have dependent children? ☐ YES ☐ NO Names/Ages _____

If yes, do they live with you? ☐ YES ☐ NO

Do you have any issues related to child custody? ☐ YES ☐ NO

If yes please explain: _____

_____

Place Client Label Here

Case Managers Initials:_____

Date:_____

TRANSPORTATION
Is transportation available to you? ☐ YES ☐ NO
Own car? ☐ YES ☐ NO Public Transportation ☐ YES ☐ NO _____
What problems have you encountered with transportation? _____

Does the client need help obtaining any of the following? ☐ YES ☐ NO
☐ Clothing ☐ Food ☐ Food Stamps ☐ Housing ☐ Income
Access to Food Programs? ☐ YES ☐ NO
If yes, which ones? _____
Other Household/Personal Items (Toiletries, cleaning supplies, etc.)_____

LEGAL ISSUES ☐ YES ☐ NO
Do you have the following (Check all that apply)
☐ Trust ☐ Will ☐ Advance Directives of Health Care
☐ Financial Power of Attorney
Guardian/Conservator for: ☐ Self and/or ☐ Dependents
If you have a Power of Attorney, who is Power of Attorney?
Do they know your HIV status? ☐ YES ☐ NO

_____ (_____)_____
Name Phone Number

_____ _____
Address City/State/Zip

Have you ever been arrested? ☐ YES ☐ NO _____

Have you ever been convicted of a felony? ☐ YES ☐ NO _____

Do you have/ever had any restraining orders against you? ☐ YES ☐ NO
Have you ever been incarcerated? ☐ YES ☐NO
Are you currently on probation/parole? ☐ YES ☐ NO
If yes, name of probation or parole officer/phone: _____

Place Client Label Here

Case Managers Initials:_____

Date:_____

PREVENTION SCREENING TOOL

1) Are you in a relationship now? ☐ YES ☐ NO
Are you sexually active at this time? ☐ YES ☐ NO
If yes, tell me about the relationship?_____

2) What do you do/use to protect yourself from getting an STD, a resistant strain of HIV or infecting others?_____

3) Have you ever been infected with a STD or Hepatitis? ☐ YES ☐ NO
If yes, please explain (i.e. type of STD or Hepatitis, treatment date and/or date of completion)?

4) When was your last TB skin test (PPD), and what were the results? _____

5) Are you currently or have you ever used drugs or alcohol? ☐ YES ☐ NO
If, yes when did you last use and what was your drug of choice? _____

6) Have you ever attended a drug and/or alcohol treatment/recovery program? ☐ YES ☐ NO
If yes, tell me about the program? _____

7) Do you feel that there are other factors or issues in your life that put you at risk for transmitting HIV/AIDS? ☐ YES ☐ NO
If yes, what are they? _____

Place Client Label Here

Case Managers Initials:_____

Date:_____

8) Have you ever had or are you currently having thoughts of hurting yourself or someone else within the past 12 months? ☐ YES ☐ NO
If yes, please explain? _____

9) Have you ever been hurt physically by anyone within the past 12 months? ☐ YES ☐ NO
Have you ever been hurt by a partner, or been afraid you might be hurt within the past 12 months? ☐ YES ☐ NO
If yes, to either question tell me about incident? _____

INTAKE CHECK LIST
- ☐ Client Rights and Responsibilities
- ☐ Authorization to Release Information
- ☐ Grievance Policy
- ☐ HIPAA Form
- ☐ ISP Complete/Care Plan

DOCUMENTATION PROVIDED FOR:
- ☐ Proof of residence
- ☐ HIV Status
- ☐ Primary Care Provider
- ☐ Insurance
- ☐ Photo ID
- ☐ Income

DOCUMENTATION ATTACHED: (Check List)
- ☐ Bank statements showing deposits
- ☐ Copy of Social Security Check
- ☐ Year end 1099 form
- ☐ W-2 tax form from employer
- ☐ Income/Expense form

Federal Poverty Level: _____% of poverty
- ☐ Social Security award letter
- ☐ Pay Stubs
- ☐ Accounting Paperwork
- ☐ Federal income tax return

CM Signature: _____

Case Managers Initials: _____

Date: _____

Place Client Label Here

Appendix 2

Income Expense Spreadsheet

INCOME/EXPENSES – Is your income enough to meet your needs? Yes_____ No_____

INCOME		EXPENSES	
SOURCE	AMOUNT	ITEMIZATION	AMOUNT
Salary		RENT/Mortgage	
Spouse's Salary		Property Tax	
Short-Term Disability		Insurance (renters/house)	
Long-Term Disability		Phone (cell/home)	
SSI		Utilities (Electric)	
SSDI		Utilities (Gas)	
TANF		Utilities (Water)	
Pension		Cable/Internet	
Child Support		Garbage Collection	
Alimony		Car Payment	
General Assistance		Car insurance	
Food Stamps		Car maintenance	
Rental Income		Gasoline	
Unemployment		Transportation (Taxi/public transportation/ other)	
Retirement Benefits		CARE Assist Cost Share	
Family Support		Food (grocery, lunch, eating out)	
Savings/Investments		Day Care	
Childern SSI		Child Support	
Annuity		Alimony	
Military Income		Medical Insurance	
Other Support		Medical Expense/Co-Pay	
		Medical Equipment	
		Prescription Meds/ Co-Pays	
		Over The Counter Meds	
		Life insurance	
		Personal Hygiene and Toiletries	
		Household and Laundry	
		Recreation/ Leisure (movies, books, activities)	
		Substance Use (Tobacco products, Alcohol, Drugs)	
		Pet expenses (vet, food, maintenance)	
		Monthly Dues (Tithes, probation, memberships)	
		Credit Card	
		Other:	
TOTAL	$0.00	**TOTAL**	$0.00

Clients Name _____ **Acuity Level**_____ **Date** _____

Client ID# _____ **Date** _____

CM Name _____

Place Client Label Here

New Intake_____
Reactivation____
Update_____

Appendix 3

Case Management Acuity Scale

☐ New Client ☐ Updated ☐ Reactivated Client

Life Areas	Level 1	Level 2	Level 3	Level 4
Medical/ Physical Health Date _____ Score _____ Date _____ Score _____	☐ Stable health with access to ongoing HIV medical care. ☐ Lab work periodically. ☐ Asymptomatic and in medical care.	☐ Needs primary care referral. ☐ HIV care referral needed – next available appt. ☐ Short-term acute condition; receiving medical care. ☐ Chronic non-HIV related condition under control with medication/treatment. ☐ HIV symptomatic with one or more conditions that impair overall health.	☐ Poor health. ☐ HIV care referral needed – appt. ASAP. ☐ Needs treatment or medication for non-HIV related conditions ☐ Pregnancy ☐ Debilitating HIV disease symptoms/infections. ☐ Multiple medical diagnoses. ☐ Home bound; home health needed.	☐ Medical emergency. ☐ End-stage of HIV disease. ☐ Intensive and or complicated home care required. ☐ Hospice services or placement indicated.
Treatment Adherence Date _____ Score _____ Date _____ Score _____	☐ Adherent to medications as prescribed for more than 6 months without assistance. ☐ Currently understands medications. ☐ Able to maintain primary care. ☐ Keeps medical appointments as scheduled. ☐ Not currently prescribed medications. ☐ Express no issues with side effects or schedule. ☐ Can name or describe current medications. ☐ New to care	☐ Adherent to medications as prescribed less than 6 months/more than 3 months with minimal assistance. ☐ Keeps majority of medical appointments.	☐ Adherent to medications and treatment plan with regular, ongoing assistance. ☐ Doesn't understand medications. ☐ Misses taking or giving several doses of scheduled meds weekly. ☐ Misses at least half of schedule medical appointments. ☐ Takes long/extended "drug holidays" against medical advice. ☐ Takes non-HIV systemic therapies without MD knowledge.	☐ Resistance/minimal adherence to medications and treatment plan even with assistance. ☐ Refuses/declines to take medications against medical advice. ☐ Medical care sporadic due to many missed appointments. ☐ Uses ER only for primary care. ☐ Inability to take/give meds as scheduled; requires professional assistance to take/give meds and keep appointments. ☐ Cannot describe or name current medications.
Health Insurance Date _____ Score _____ Date _____ Score _____	☐ Has insurance and or medical care coverage. ☐ Has ability to pay for care on own. ☐ Is enrolled in assistance (Ryan White, ADAP, Pap etc.)	☐ Needs information and referral to insurance or other coverage for medical cost.	☐ Case management assistance needed to enroll in accessing insurance (Ryan White, ADAP, Pap etc.) ☐ Assistance needed to enroll in other coverage for medical cost.	☐ Needs immediate assistance in accessing insurance or other coverage for medical cost due to medical crisis. ☐ Not currently eligible for insurance or public benefits. ☐ Unable to access care. ☐ Needs referral to benefits assistance program.

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Life Areas	Level 1	Level 2	Level 3	Level 4
Domestic/Trauma Date _____ Score _____ Date _____ Score _____	☐ Emotionally dependable and physically available relatives and friends to support client. ☐ No history of abuse or domestic violence.	☐ Family and/or significant others often unavailable when crises occur. ☐History of past relationship with violence.	☐ Agency(ies) involved due to signs of potential abuse (emotional, sexual, and physical). ☐ Violent episodes currently occurring. ☐ Pregnancy	☐ Acute situation where client is unable to cope without professional support within a particular situation/time frame. ☐ Medical and/or legal intervention has occurred. ☐ Life-threatening violence and/or abuse chronically and presently occurring. ☐ Unsafe home environment.
Housing Date _____ Score _____ Date _____ Score _____	☐Living in housing of choice: clean, habitable apartment or housing. ☐ Living situation stable; not in jeopardy.	☐ Living in stable subsidized housing. ☐ Safe & secure non-subsidized housing. ☐ Housing is in jeopardy due to projected financial strain; needs assistance with rent/utilities to maintain housing. ☐ Living in long-term transitional rental housing.	☐ Formerly independent person temporarily residing with family or friends. ☐ Eviction imminent. ☐ Living in temporary transitional shelter. ☐ Pregnancy	☐ Needs assisted living facility; unable to live independently. ☐ Home uninhabitable due to health and/or safety hazards. ☐ Recently evicted from rental or residential program. ☐ Homeless, (living in emergency shelter, car, or street/camping, etc.). ☐ Arrangements to stay with friends have fallen through.
Income Date _____ Score _____ Date _____ Score _____	☐ Steady source of income which is not in jeopardy. ☐ Has savings and/or resources. ☐ Able to meet monthly obligations. ☐ No financial planning or counseling required.	☐ Has steady source or income which is in jeopardy. ☐ Occasional need of financial assistance or awaiting outcome of benefits applications. ☐ Needs information about benefits, financial matters. ☐ Has short-term benefits.	☐ No income. ☐ Benefits denied. ☐ Unfamiliar with application process. ☐ Unable to apply without assistance. ☐ Need financial planning and counseling.	☐ Immediate need for emergency financial assistance. ☐ Needs referral to representative payee.

Life Areas	Level 1	Level 2	Level 3	Level 4
Nutrition/Food Date _____ Score _____ Date _____ Score _____	☐ Client is eating at least two meals daily. ☐ No significant weight problems. ☐ No problems with eating. ☐ No nutritional needs at this time. ☐ No other chronic medical condition (e.g., diabetes, hypertension, hyperlipidemia) requiring changes in diet.	☐ Unplanned weight loss in the past 6 months. ☐ Requests assistance in improving nutrition. ☐ Changes in eating habits in the past 3 months. ☐ Occasional nausea, vomiting and/or diarrhea. ☐ Chronic medical condition requiring changes in diet – following recommended diet. ☐ Overweight.	☐ Visual assessment shows initial signs of wasting syndrome or other obvious physical maladies. ☐ Moderate problems eating (e.g. dental problems, thrush). ☐ Abdominal problems reported. ☐ Requests assistance in obtaining food. ☐ Chronic medical condition requiring changes in diet – difficulty following recommended diet. ☐ Obese ☐ Pregnancy	☐ Persistent nausea, vomiting and/or diarrhea. ☐ Severe problems eating (e.g. difficulty swallowing or chewing). ☐ Significant weight loss in past 3 months. ☐ Difficulty obtaining food to meet caloric needs. ☐ Needs referral to registered dietitian for nutritional therapy related to a chronic medical condition ☐ Obesity impairing activities.
Mental Health Date _____ Score _____ Date _____ Score _____	☐ No history of mental illness, psychological disorder or psychotropic medications. ☐ No need for counseling referral.	☐ History of mental health disorder/treatment in client and/or family. ☐ Level of client/family stress is high. Needs emotional support to avert crisis. ☐ Needs counseling referral. ☐ Depressed, functioning. ☐ Has some trouble getting along with others. ☐ In Mental Health Treatment and compliant	☐ Experiencing an acute episode and/or crises. ☐ Severe stress or family crisis; needs mental health assessment. ☐ Depression, not functioning. ☐ Requires significant emotional support. ☐ Significant trouble getting along with others. ☐ Recent Hospitalization ☐ In treatment but not adherent. ☐ Pregnancy	☐ Danger to self or others. ☐ Needs immediate psychiatric assessment/evaluation. ☐ Active chaos or problems due to violence or abuse. ☐ Requires therapy, not accessing it. ☐ Pregnant and not on Mental Health medication
Substance Abuse/ Addictions Date _____ Score _____ Date _____ Score _____	☐ No difficulties with addictions including: alcohol, drugs, sex, or gambling. ☐ Past problems with addiction; > 1yr. in recovery. ☐ No need for treatment referral.	☐ Past problems with addiction; <1 yr. in recovery.	☐ Current addiction but is willing to seek help in overcoming addiction. ☐ Major addiction impairment of significant other. ☐ Pregnancy	☐ Current addictions; not willing to seek or resume treatment. ☐ Fails to realize impact of addiction on life/indifference regarding consequences of substance use. ☐ Pregnant and actively using

Life Areas	Level 1	Level 2	Level 3	Level 4
Personal and Community Support Date _____ Score _____ Date _____ Score _____	☐ Strong support from family, friends, and peers. ☐ No support needed.	☐ Strong support system, however client is requesting additional support. ☐ Has few family members/friends in local area. ☐ Gaps exist in support system. ☐ Family, friends, and peers often unavailable when crises occur.	☐ No stable support system in place. ☐ Only support is provided by professional caregivers. ☐ Pregnancy	☐ Imminent danger of being in crises. ☐ Acute situation where client is unable to cope without professional support within a particular situation/time frame.
Risk Reduction Date _____ Score _____ Date _____ Score _____	☐ Abstaining from risky behavior by safer practices. ☐ Good understanding of risks. ☐ Understands the importance of preventing the spread of HIV. ☐ Understands the importance of avoiding re-infection.	☐ Occasional risk behavior. ☐ Fair understanding of risks.	☐ Moderate risk behavior. ☐ Poor understanding of risks. ☐ Mild/moderate A&D, MH, or relationship barriers to safe behavior.	☐ Significant risk behavior. ☐ Little or no understanding of risks. ☐ Significant A&D, MH, or relationship barriers to safe behavior. ☐ No understanding of prevention methods or how to avoid re-infection.
Legal Date _____ Score Date _____ Score _____	☐ No recent or current legal problems. ☐ Legal documents completed.	☐ Wants assistance completing standard legal documents. ☐ Possible recent or current legal problems	☐ Present involvement in civil or criminal matters. ☐ Incarcerated. ☐ Unaware of standard legal documents which may be necessary.	☐ Immediate crisis involving legal matters (e.g. legal altercation with landlord/employers, civil & criminal matters, immigration and family/spouse). ☐ Recent release from jail
Transportation Date _____ Score _____ Date _____ Score _____	☐ Has own or other means of transportation consistently available. ☐ Can drive self. ☐ Can afford private or public transportation.	☐ Has minimal access to private transportation. ☐ Needs occasional assistance with finances for transportation.	☐ No means of private transportation. ☐ In area under or unserved by public transportation. ☐ Unaware of or needs help accessing transportation services.	☐ Lack of transportation is a serious contributing factor to current crisis. ☐ Lack of transportation is a serious contributing factor to lack of regular medical care.

Life Areas	Level 1	Level 2	Level 3	Level 4
Cultural Beliefs Date _____ Score _____ Date _____ Score _____	☐ Understands service system and is able to navigate it. ☐ Language is not a barrier to accessing services (including sign language.) ☐ No cultural barriers to accessing services.	☐ Needs interpretation services for medical/case management services. ☐ Family needs education and/or interpretation to provide support to the client. ☐ Few cultural barriers to accessing services.	☐ Needs interpretation services to access additional services. ☐ Family's lack of understanding is barrier to care. ☐ Non-disclosure of HIV to family is barrier to care. ☐ Some cultural barriers to accessing services.	☐ Cultural factors significantly impair client and/or family's ability to effectively access and utilize services. ☐ Crisis intervention is necessary. ☐ Many cultural barriers to accessing services.
Dental Date _____ Score _____ Date _____ Score _____	☐ Currently in dental care. ☐ Has seen a dentist within the past 6 months. ☐ No complaints of pain. ☐ Reports practicing daily oral hygiene.	☐ Has not seen a dentist within 6 months. ☐ Has dentures and requested dental follow-up. ☐ Reports not practicing daily oral hygiene.	☐ Reports problems with teeth, gums, and mouth. ☐ Episodic issues reported with the mouth and pain. ☐ Reports difficulty eating.	☐ Current or severe pain reported. ☐ Reports severe or major problems with teeth, gums, and mouth. ☐ Few or no teeth. ☐ Reports significant difficulty eating.
Emergency Financial Assistance Date _____ Score _____ Date _____ Score _____	☐ Never needs financial assistance ☐ Able to access services which they are eligible without assistance. ☐ Live within financial means.	☐ Finical assistance needed 1-2 times a year. ☐ Information needed to follow-up with applying for financial assistance.	☐ Financial assistance needed 3-6 times per year. ☐ Difficulty maintaining sufficient income to meet basic needs. ☐ Assistance needed with budgeting and financial planning	☐ Financial assistance needed 6+ times per year. ☐ Financial crisis, in need of immediate assistance.

Total Score _____ Assigned Acuity Level _____ Date _____

Total Score _____ Assigned Acuity Level _____ Date _____

Level 1	Self-Management	14-17 points
Level 2	Supportive	18-22 points
Level 3	Intermediate	23-37 points
Level 4	Intensive	38-56 points

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Client Name _____ Client ID # _____

Case Managers Name _____ CM Initials _____ Date _____

Case Managers Name _____ CM Initials _____ Date _____

Appendix 4

Case Management Individualized Service Plan

Client Name **Client Identification Number** **Date**

Area of Assessment	Identified Needs List clients' current situation.	Goal(s) Outcomes/Desired. List client goals.	Intervention/Time Frame What steps will be implemented to assist client in achieving their goal? Who is assigned to follow-up and when?	Outcome and reevaluation date What time frame ISP goals/objectives should be reviewed?
Medical History/ Physical Health Client Initial _____				
Medical Treatment and Adherence Client Initial _____				
Health Insurance Client Initial _____				
Domestic/Trauma Client Initial _____				

Client Name **Client Identification Number** **Date**

Area of Assessment	Identified Needs List clients' current situation.	Goal(s) Outcomes/Desired. List client goals.	Intervention/Time Frame What steps will be implemented to assist client in achieving their goal? Who is assigned to follow-up and when?	Outcome and reevaluation date What time frame ISP goals/objectives should be reviewed?
Housing Client Initial _____				
Income Client Initial _____				
Nutrition/Food Client Initial _____				
Mental Health Client Initial _____				

Client Name **Client Identification Number** **Date**

Area of Assessment	Identified Needs List clients' current situation.	Goal(s) Outcomes/Desired. List client goals.	Intervention/Time Frame What steps will be implemented to assist client in achieving their goal? Who is assigned to follow-up and when?	Outcome and reevaluation date What time frame ISP goals/objectives should be reviewed?
Substance Abuse/ Addictions Client Initial _____				
Personal, Social and Community Support Client Initial _____				
Risk Reduction Client Initial _____				
Disclosure Client Initial _____				

Client Name **Client Identification Number** **Date**

Area of Assessment	Identified Needs List clients' current situation.	Goal(s) Outcomes/Desired. List client goals.	Intervention/Time Frame What steps will be implemented to assist client in achieving their goal? Who is assigned to follow-up and when?	Outcome and reevaluation date What time frame ISP goals/objectives should be reviewed?
Legal Client Initial _____				
Transportation Client Initial _____				
Cultural Beliefs Client Initial _____				
Dental Client Initial _____				

Client Name **Client Identification Number** **Date**

Area of Assessment	Identified Needs List clients' current situation.	Goal(s) Outcomes/Desired. List client goals.	Intervention/Time Frame What steps will be implemented to assist client in achieving their goal? Who is assigned to follow-up and when?	Outcome and reevaluation date What time frame ISP goals/objectives should be reviewed?
Emergency Financial Assistance Client Initial _____				

Client ID # _____ Acuity Level _____

Client Name _____ Client Initials_____ Date _____

Case Managers Name _____ CM Initials _____ Date _____

Appendix 5

Activities by Acuity Levels

Level 4 (Intensive) 38-56 points

Intake

- Case Management Intake and assessment should be completed within 15 days of beginning intake.
- Complete the Acuity Scale assessment.
- Develop the initial ISP based on identified needs or current situation including goals, barriers, task, and outcomes within 30 days of beginning Intake.
- An ISP should be completed upon Intake regardless of Acuity Level score.
- Additional goals, activities, and outcomes should be documented in the progress notes.
- Newly diagnosed clients should automatically be assigned a Level 3 or 4.

Established Client

- Re-evaluate the Acuity Scale and ISP at least every 3 months from the last date both documents were completed.
- Additional goals, activities, and outcomes should be documented in the progress notes. A progress note should be completed for every encounter with the client or consult regarding the client.
- Assist with referrals and follow-up as appropriate.
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care.
- Continuous client monitoring to assess the efficacy of the ISP.
- Ongoing assessment of clients and other family members' needs and personal support systems.
- Treatment adherence counseling to ensure readiness and adherence to HIV treatments.
- Provide benefits counseling by assisting eligible clients in obtaining access to other public and private programs for which they may be eligible.
- Consult with multi-disciplinary team, case management supervisor and others as needed.
- The majority of case management services provided are medical vs. non-medical, the objective is to improve health care outcomes.
- Minimum contact (phone, face-to-face, or consult) every 30 days.

Level 3 (Intermediate) 23-37 points

Intake

- Case Management Intake and assessment should be completed within 30 days of beginning intake.
- Complete the Acuity Scale assessment.
- Develop the initial based on identified needs or current situation including goals, barriers, task, and outcomes within 30 days of beginning Intake.
- An ISP should be completed upon Intake regardless of Acuity Level score.
- Additional goals, activities, and outcomes should be documented in the progress notes.
- Newly diagnosed clients should automatically be assigned a Level 3 or 4.

Established Client

- Re-evaluate the Acuity Scale and ISP at least every 6 months from the last date both documents were completed.
- Additional goals, activities, and outcomes should be documented in the progress notes. A progress note should be completed for every encounter with the client or consult regarding the client.
- Assist with referrals and follow-up as appropriate.
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care.
- Continuous client monitoring to assess the efficacy of the ISP.
- Ongoing assessment of clients and other family members' needs and personal support systems.
- Treatment adherence counseling to ensure readiness and adherence to HIV treatments.
- Provide benefits counseling by assisting eligible clients in obtaining access to other public and private programs for which they may be eligible.
- Consult with multi-disciplinary team, case management supervisor and others as needed.
- The majority of case management services provided are medical vs. non-medical, the objective is to improve health care outcomes.
- Minimum contact (phone, face-to-face, or consult) every 2-3 months.

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Activities by Acuity Level cont.

Level 2 (Supportive) 18-22 points

Intake

- Case Management Intake and assessment should be completed within 30 days of beginning intake.
- Complete the Acuity Scale assessment.
- Develop the ISP based on identified needs or current situation including goals, barriers, task, and outcomes within 30 days of beginning Intake.
- An ISP should be completed upon Intake regardless of Acuity Level score.
- Additional goals, activities, and outcomes should be documented in the progress notes.
- Newly diagnosed clients should automatically be assigned a Level 3 or 4.

Established Client

- Re-evaluate the Acuity Scale and ISP at least every 6 months from the last date both documents were completed.
- Continuous client monitoring to assess the efficacy of the care plan
- Ongoing assessment of the client's and other key family members' needs and personal support systems
- A progress note should be completed for every encounter with the client or consult regarding the client (phone, face-to-face, or consult).
- Assist with referrals and follow-up as appropriate.
- The majority of case management services provided are non-medical vs. medical, the objective is to provide guidance and assistance in improving access to needed services.
- Minimum contact (phone or face-to-face) at least every 6 months with adaptations as necessary

Level 1 (Self-Management) 14-17 points

Intake

- Case Management Intake and assessment should be completed within 30 days of beginning intake.
- Complete the Acuity Scale assessment.
- Develop the ISP based on identified or current situation including goals, barriers, task, and outcomes within 30 days of beginning Intake.
- An ISP should be completed upon Intake regardless of Acuity Level score.
- Additional goals, activities, and outcomes should be documented in the progress notes.
- Newly diagnosed clients should automatically be assigned a Level 3 or 4.

Established Client

- Re-evaluate the Acuity Scale and ISP at least every 6 months from the last date both documents were completed.
- Continuous client monitoring to assess the efficacy of the care plan
- Ongoing assessment of the client's and other key family members' needs and personal support systems
- A progress note should be completed for every encounter with the client or consult regarding the client (phone, face-to-face, or consult).
- Assist with referrals and follow-up as appropriate.
- The majority of case management services provided are non-medical vs. medical, the objective is to provide guidance and assistance in improving access to needed services.
- Minimum contact (phone or face-to-face) at least every 6 months with adaptations as necessary