

#### Conflict Free Case Management (CFCM)

#### Key Roles and Responsibilities



Rhode Island Department of Behavioral Healthcare, Developmental Disabilities & Hospitals (BHDDH)

## What is Conflict Free Case Management (CFCM)?

- CFCM is a Medicaid requirement, and the State of Rhode Island has chosen to develop one CFCM system for all individuals that receive LTSS services
- CFCM is **NOT** delivered by an entity that provides direct service
  - An agency cannot provide both direct services and case management to the same person
  - Service providers cannot provide case management or develop the person-centered plan
- CFCM helps protect your rights by:
  - Honoring your right to choose your services and providers
  - Making sure you get high quality services and can make progress towards your goals
  - Shielding you from possible pressures that steer you towards certain agencies/services

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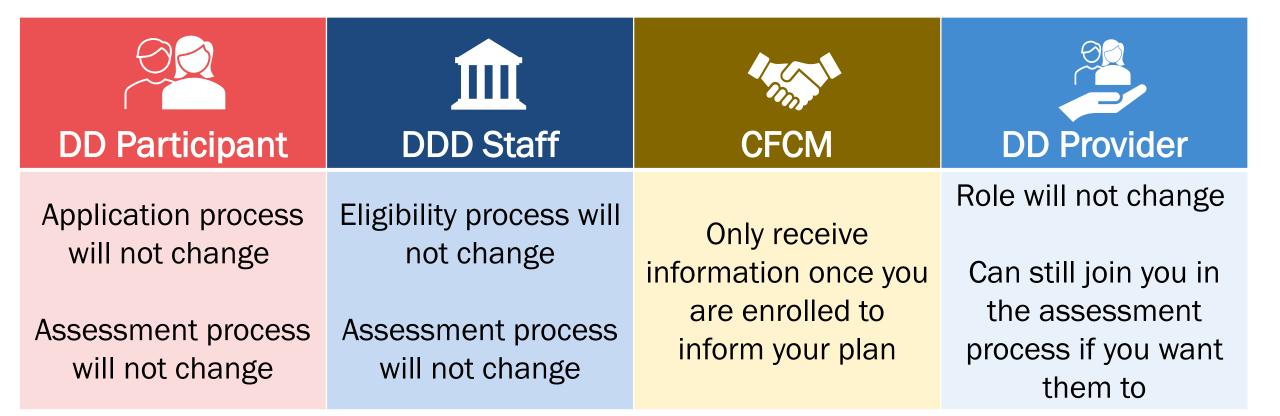
## What Are We Doing Today?

## Reviewing the key roles and responsibilities under CFCM





## **Eligibility and Assessment**





#### **Eligibility and Assessment**

- The way to apply for DDD services will not change with CFCM
- The way DDD collects information about your needs will not change with CFCM
  - You will continue to work with a DDD Social Caseworker to complete the SIS-A and Additional Needs Questionnaire.
  - Your DD Provider will still help you complete the assessments if you want them to.
  - The CFCM will review your assessment and other information to inform the development of your person-centered plan.



#### **Person-Centered Plan Development and Revisions**



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#### **Person-Centered Planning**

Some things will not change with how your person-centered plan is written and updated.

#### You will lead the planning by:

- Sharing your hopes and dreams
- Giving feedback on what is or is not working
- Choosing who you want to participate in planning
- Asking for changes to your plan

#### DDD Staff will:

- Review and approve your plan so you can start services
- YIT caseworkers will participate in planning if you want them to



## **Changes to Person-Centered Planning**

Changes to how your person-centered plan is written and updated include:

#### DD Provider will:

- Not write your plan
- Participate in planning if you want them to
- Share information about their services and how they can help you
- Deliver services to meet your goals
- Work with CFCM if service changes are needed

# CFCM will work with you to write your plan by:

- Listing your goals and how you want to achieve them
- Helping you pick services that match your goals and needs
- Making updates to your plan when you need them



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#### **Connecting to Services and Supports**

DD Participant	DDD Staff	CFCM	DD Provider
You pick your services and provider(s)	Makes referral to CFCM	Informs you about available services, supports, and resources to meet your goals Makes referrals to providers you select, including SB and FI Ensures you are enrolled and receiving services	Responds to referrals and provides information about the services they have

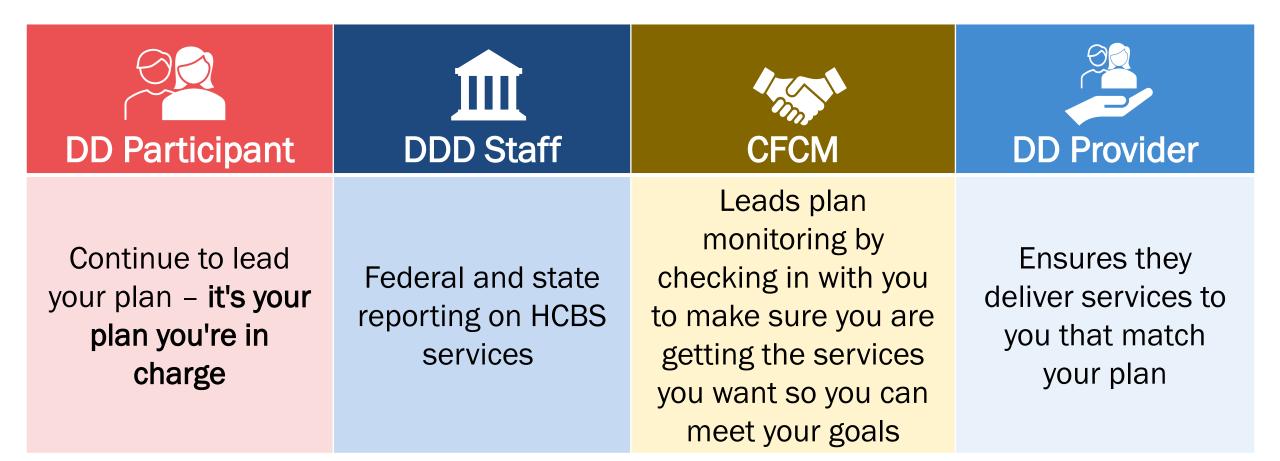


## **Connecting to Services and Supports**

- You will pick and choose your services and supports
- CFCM will:
  - Share information about resources and supports available to support you
  - Coordinates services so that they work together to support your goals and needs
  - Helps connect you with medical, social, educational and employment providers.
  - Helps you pick a new provider for any denied referrals
- DD Provider will:
  - Respond to referrals
  - Sharing information about services they offer
  - SB will help you manage the self-direction of your services and your own staff



#### **Person-Centered Plan Monitoring and Oversight**





#### **Person-Centered Plan Monitoring and Oversight**

## Plan monitoring is a new Medicaid requirement that protects you by making sure you are getting the services you want

- CFCM will:
  - Call to check-in with you, a family member, or your provider at least once a month
  - Meet with you face-to-face at least once every 6 months
  - Check in on your goals, progress and if you are happy with the services you are getting
  - Help you with concerns you have with your provider or if you want to change your plan
- DD Provider will:
  - Make sure you are receiving quality services as it says in your person-centered plan
  - SB and FI roles will not change with CFCM



# **Contact us if you have questions or concerns:**

#### Email: BHDDH.AskDD@bhddh.ri.gov

