



# 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)?

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- 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

# What Are We Doing Today?

**Reviewing the key roles  
and responsibilities  
under CFCM**



# Eligibility and Assessment

 DD Participant	 DDD Staff	 CFCM	 DD Provider
Application process will not change  Assessment process will not change	Eligibility process will not change  Assessment process will not change	Only receive information once you are enrolled to inform your plan	Role will not change  Can still join you in the assessment process if you want them to

# Eligibility and Assessment

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- 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



## DD Participant

You're still the lead of your plan development

You can still invite whoever you want to planning meetings

Who you write your plan with will change



## DDD Staff

Continue to review and approve your plan

YIT caseworkers can join planning meeting if you want them to



## CFCM

Meet with you to help you create, write, and change your plan



## DD Provider

No longer develop your plan

Can join planning meeting if you want them to

Support Brokers (SB) have same role as any other provider

Fiscal Intermediaries (FI) will no longer submit plans, but will still do the financial part

# 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



# Connecting to Services and Supports

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

# Connecting to Services and Supports

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- 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



**DD Participant**

Continue to lead your plan – **it's your plan you're in charge**



**DDD Staff**

Federal and state reporting on HCBS services



**CFCM**

Leads plan monitoring by checking in with you to make sure you are getting the services you want so you can meet your goals



**DD Provider**

Ensures they deliver services to you that match your plan

# 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](mailto:BHDDH.AskDD@bhddh.ri.gov)**