

Roles & Responsibilities Under Conflict-Free Case Management: What It Means for Long-Term Services in Home and Community-Based Settings

Rhode Island's new conflict-free case management (CFCM) system is required by Medicaid for participants who get their long-term services and supports (LTSS) at home or in a community-based setting (HCBS). Here are the new roles and responsibilities under CFCM:



HCBS Participant

- You choose a CFCM and your service providers.
- You lead your Person-Centered Plan (PCP) meetings.
- You get services and supports to reach your goals and be independent.
- You ask for changes to your PCP and approve your PCP.



State Staff

- Review eligibility applications for HCBS services.
- Meet with you to complete the assessment process.
- Review and approve your PCP so you can start services.
- Talks to you about CFCM and shares the list of CFCM you can choose from.



CFCM

- Will reach out to you to schedule time to meet with you.
- Supports and encourages you to lead your PCP meetings.
- Meets with you to help you create, write, and change your PCP.
- Helps you access services, supports, and resources to meet your goals.
- Checks in to make sure you are enrolled and receiving services.



HCBS Provider

- Can join you in the assessment process and PCP meetings if you want them to.
- Deliver services to you that match your plan.
- Support Brokers (SB) help you manage services and staff if you self-direct.
- Fiscal Intermediaries (FI) help you with your PCP budget and other finances if you self-direct.

Though there are changes with CFCM, one thing stays the same: CFCM and HCBS Providers are there to help you do what matters most to you. They will work together to make sure you get the services you want and respond to your changing needs.