

# Understanding Medicaid Conflict-Free Case Management

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).

Learn more about what this change means for older adults and people with intellectual or developmental disabilities in 2024.



## What does this mean for me?

- Your case management services must be provided by someone who does not also deliver your direct support services.
- Case management is focused on **you**. Your case manager will help you find community supports so you can meet goals you have for your life.

## Who will provide my case management?

- You will be able to pick your case management agency from a list the State provides.
- If you don't pick an agency, one will be selected for you.

## How does CFCM affect me?

- If you're already receiving HCBS services and supports, you do not need to reapply. Once you select a case management agency, or one is selected for you, the CFCM will talk to you about your needs.
- If you're applying for Medicaid or LTSS, you can receive free and unbiased support from The Point by calling 401-462-4444. To learn more, visit [oha.ri.gov/point](https://oha.ri.gov/point).

## Why and when do things have to change?

- Federal law requires that service providers must be separate from case managers.
- The change will start for most people in early 2024.
- You will be contacted before any changes are made to your case.



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.

For more information, visit [eohhs.ri.gov/conflict-free-case-management](https://eohhs.ri.gov/conflict-free-case-management).