

Support Coordination (Case Management) Services

Support Coordination (Case Management) Services consist of information and assistance in support of Participant-Direction. These services are performed primarily by Support Coordinators, in addition to Planning List Administrators and Intake and Evaluation staff. Case Management Services are covered as a distinct waiver service entitled Support Coordination Services and Intensive Support Coordination Services as specified in the Part III, Policies and Procedures Manual, for Support Coordination Services and Intensive Support Coordination Services. The Support Coordination Services and Intensive Support Coordination Services replaces Part III, Chapter 2900 in the COMP Waiver manual and Part III, Chapter 2800 in the NOW Waiver manual.

Responsibilities of Support Coordinators

1. Informing the participant or representative of the benefits, risks and responsibilities of Participant-Direction.
2. Assessing the participant or representative who request Participant- Direction to determine the ability to assume the responsibilities of Participant-Direction, consisting of, where applicable, being the employer of support workers.
3. Informing the participant that a representative may assist him or her with participant direction.
4. Informing the participant or representative about freedom of choice of providers, individual rights, and the grievance process.
5. Support the participant or representative with the development of the individual emergency back-up plan by discussing at the ISP meeting and writing plan in the ISP.
6. Support the participant or representative with the development of risk management agreements.
7. Providing the participant or representative with the process for changing the Individual Service Plan and the individual budget, as well as and the reassessment and review schedules.
8. Informing the participant or representative of how to access state policies and procedures for Participant-Direction.
9. Assisting the participant or representative with recognizing and reporting critical events and with identifying and managing known and/or potential risk.
10. Monitoring services provided through the participant-directed service delivery model, in conjunction with the employer supervision provided by the participant or representative

(if applicable), in order to ensure quality of care and to protect the health and safety of the participant.