2007 CASE CLOSURE

REVISION DATE: 3/25/2016, 7/3/2015
EFFECTIVE DATE: July 31, 1993

Causes for Division Case Closure

The following situations may require Division case closure. The member:

A. No longer meets the eligibility requirements defined in this policy manual;

B. Requests case closure verbally, in writing, or the responsible person requests such action;

C. Reaches the age of eighteen (unless an application for continuation of services has been filed);

D. Moved from previous residence and cannot be located via a certified letter, return receipt requested;

E. Moved out of state; or,

F. Has passed away.

All contact attempts must be documented in the case file. Prior to case closure, the Support Coordinator/Supervisor shall ensure due diligence to make contact and determine why attempts were unsuccessful. Additionally, the following must be considered:

A. *Arizona Long Term Care Services (ALTCS) eligibility* – These cases cannot be closed until the Division receives a roster disenrollment from Arizona Health Care Cost Containment System (AHCCCS); and,

B. *Inactive Status* – An option to consider if the person has a history of being unable to contact.

If the Support Coordinator/Supervisor determines case closure will be necessary, this should occur within 30 calendar days. Any Focus authorizations must be end dated when a case closure occurs.

Members who are eligible for the ALTCS cannot be placed in inactive status or discharged from the Division until the AHCCCS dis-enrolls them via a roster transmission. As long as the person remains ALTCS eligible, the Support Coordinator must continue attempts to schedule a meeting. AHCCCS will not dis-enroll the member if AHCCCS is able to contact with the member.

Notification of Case Closure

A *Notice of Service System Discharge* must be sent by certified mail, return receipt requested, to the member/responsible person informing him/her of the case closure at least

35 days prior to the date of the case closure. A copy shall also be sent to the local ALTCS office if the member is ALTCS eligible. The notice shall also discuss the opportunity for administrative review as described in this policy manual. If the member is ALTCS eligible, a case cannot be closed until AHCCCS dis-enrolls the member.

A *Notice of Service System Discharge* shall not be sent in instances where the member has passed away.

Documentation of Case Closure

The following steps shall be taken at the time a member's case is closed:

A. Include a copy of the applicable *Notice of Service System Discharge* in the case record;

B. Close the record in Focus including the appropriate reason code. If the member is ALTCS eligible, the case cannot be closed until AHCCCS dis-enrolls the member; and,

C. Store the record in accordance with this policy manual.