1640 TARGETED SUPPORT COORDINATION STANDARDS

REVISION DATE: XX/XX/2023, 7/6/2021
EFFECTIVE DATE: May 13, 2016
REFERENCES: AHCCCS AMPM Chapter 1640; A.R.S. § 36-551, Division Medical Policy 1650 DD Only Eligible

PURPOSE:

This policy outlines requirements related to Support Coordination for Members determined to be eligible for Targeted Support Coordination including Support Coordinator responsibilities, level of contact requirements, documentation standards, and Division responsibilities.

DEFINITIONS:~~DEFINITIONS:~~

1. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
2. "Planning Team"~~**Planning Team** - A~~ means a defined group of individuals comprised of the Member, the Responsible Person if other than the Member, and, with the Responsible Person's consent, any individuals important in the member's life, including extended family members, friends, service providers, community resource providers, representatives from religious/spiritual organizations, and agents from other service systems.~~group of individuals that shall include the member, Responsible Person~~

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~~(when applicable), Support Coordinator, and a representative from the agency for member's living in a licensed setting and with the member's consent any individuals important in the member's life, including but not limited to extended family members, friends, service providers, community resource providers, representatives from religious/ spiritual organizations, and agents from other service systems. The size, scope, and intensity of involvement of the team members is determined by the objectives of the planning team to best meet the needs and individual goals of the member.~~

3. "Planning Document"~~**Planning Document** - A~~ means a written plan developed through an assessment of functional needs that reflects the services and supports, paid and unpaid, that are important for and important to the Member in meeting the identified needs and preferences for the delivery of such services and supports.~~plan which is developed by the Planning Team, such as an Individualized Family Service Plan (IFSP) or Person Centered Service Plan (PCSP). The member/Responsible Person (as defined in A.R.S. §36-551) has final decision-making authority unless there is legal~~

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47 ~~documentation that confers decision-making authority to a~~
48 ~~legal representative.~~
49 4. "Responsible Person"~~**Responsible Person**~~ means the
50 parent or guardian of a minor with a developmental
51 disability, the guardian of an adult with a developmental
52 disability, an adult with a developmental disability who is a
53 client or an applicant for whom no guardian has been
54 appointed as cited in A.R.S 36-551.
55 5. "Supports" means paid or unpaid resources available in the
56 community, through natural or family relationships, or
57 through service providers to assist Members.
58 6. "Support Coordination"~~**Support Coordination** A~~ means a
59 collaborative process, which assesses, plans, implements,
60 coordinates, monitors, and evaluates options and services to
61 meet an individual's needs through communication and
62 available supports~~resources~~ to promote quality, cost-effective
63 outcomes.
64 7. "Support Coordinator" means the same as "Case Manager"
65 under A.R.S. § 36-551
66 8. "Targeted Support Coordination"~~**Targeted Support**~~

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68 **Coordination** - A means a covered service provided by the
69 Arizona Department of Economic Security/Division of
70 Developmental Disabilities (DES/DDD) to members with
71 developmental disabilities who are financially eligible for the
72 Title XIX and Title XXI acute care programs, but do not meet the
73 functional requirements of the Arizona Long Term Care System
74 (ALTCS) program.
75 9. "Title XIX"**Title XIX** - T means the section of the Social Security
76 Act which describes the Medicaid program's coverage for eligible
77 persons, (i.e., medically indigent). Title 19 benefits are provided
78 through the Medicaid federal entitlement program; benefits are
79 delivered in Arizona through the Arizona Health Care Cost
80 Containment System (AHCCCS). This includes individuals who
81 receive Supplemental Security Income (SSI) or Temporary
82 Assistance for Needy Families (TANF).
83 10. "Title XXI"**Title XXI** - T means the section of the Social Security
84 Act that authorizes the State Children's Health Insurance
85 Program known as KidsCare in Arizona.

86 **POLICY**

87
88 Targeted Support Coordination (also known as Targeted Case Management or

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~~TSC) is a program provided by the Division to members with Developmental Disabilities who are financially eligible for AHCCCS (Title XIX and Title XXI acute care programs, but do not meet the functional requirements of the Arizona Long Term Care System (ALTCS)). The Division provides Support Coordination to these members; however, the members receive their physical and behavioral health services through an AHCCCS Complete Care (ACC) Plan. Members are given a choice of available Support Coordinators from the Division.~~

~~The program does not provide for services covered by ALTCS (e.g., Respite, Habilitation, Attendant Care). The Support Coordinator can assist the member who is TSC eligible in accessing needed supports and services available through the member's health plan and community. In addition, Targeted Support Coordination allows the member/Responsible Person to determine the type and frequency of contact they want or need.~~

A. TARGETED SUPPORT COORDINATION CASE MANAGEMENT ACTIVITIES~~consist of activities designed to:~~

1. The Support Coordinator assigned to support the Member shall:
    a. Develop the planning document at the time of the initial visit for new Members eligible for TSC and review and

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update at each subsequent meeting.

b. Annually explain the Member's rights and responsibilities including the procedures for filing a grievance and have them sign and date the Acknowledgement of Publications indicating receipt and understanding of the Member's rights and responsibilities.

c. ~~1.~~ Inform the ~~member/~~Responsible Person of the medical and behavioral health options available through the ~~m~~Member's AHCCCS Complete Care or ACC health plan and direct~~assist~~ the ~~member/~~Responsible Person in coordinating these services.

d. ~~2.~~ Locate, assess, and coordinate~~, and arrange~~ social, educational, and other resources to meet the ~~m~~Member's needs.

e. ~~3.~~ As requested by the ~~member/~~Responsible Person, provide necessary information regarding the ~~m~~Member's functioning level and any changes to assist the medical and behavioral~~behavior~~ health providers in planning, delivering and monitoring services.

i. ~~a.~~ Provide ~~m~~Members, ~~m~~Member's family

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135 and/or other caregivers, the support necessary
136 to obtain ~~optimal~~ benefits from available
137 services~~/~~ or resources.
138 ii. ~~b.~~ Create goals to strengthen the role of
139 family as primary caregivers~~Provide~~
140 ~~assistance to strengthen the role of family as~~
141 ~~primary caregivers~~.
142 iii. ~~c.~~ Provide assistance to reunite families with
143 children who are in an alternative setting
144 whenever possible.
145 iv. ~~d.~~ Identify community resources to prevent costly,
146 inappropriate, and unwanted out-of-home
147 placement.
148 v. ~~e.~~ If the ~~m~~Member has needs that cannot be met
149 through community and natural supports, complete
150 the Preadmission Screening or "Pre-Pas" and, if
151 appropriate, submit a referral to ALTCS. **Note:**
152 Members over the age of 3 receiving state-funded
153 services must comply with the ALTCS application
154 process.

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156 vi. ~~f.~~ Provide contact with the ~~m~~Member at the
157 requested type and frequency.

158 **B. LEVEL OF CONTACT~~Level of Contact~~**

159
160 1. ~~1.~~ The Support Coordinator shall~~Upon notification of the~~
161 ~~member's eligibility for TSC~~, ~~the Support Coordinator will~~
162 conduct an in-person meeting with the ~~m~~Member and their
163 Responsible Person ~~(if applicable)~~ within 10 business days upon
164 notification of the Member's eligibility for TSC. ~~In addition to~~
165 ~~completing or updating the Planning Document, the purpose of~~
166 ~~this meeting is to explain Targeted Support Coordination to the~~
167 ~~member and their Responsible Person.~~
168 2. ~~2.~~ The Support Coordinator, after the initial meeting, shall
169 schedule two additional in-person reviews at 90-day intervals
170 from the date of the initial meeting with the Member and the
171 Responsible Person if applicable.~~For DDD members newly eligible~~
172 ~~for TSC:~~
173 a. ~~a. An initial in-person visit for newly eligible DDD TSC~~
174 ~~members shall occur within 10 business days of the~~
175 ~~member's eligibility notification for TSC.~~
176 b. ~~b. Two additional planning meeting reviews every 90 days~~

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178 ~~with the member/Responsible Person are required during~~
179 ~~the first six months of TSC eligibility.~~
180 c. ~~c. Since the member/Responsible Person may be new to~~
181 ~~the Division, this is an opportunity for the Support~~
182 ~~Coordinator and member/Responsible Person to get~~
183 ~~acquainted and for the Support Coordinator to provide~~
184 ~~information about the Division.~~
185 3. ~~3. At the second planning meeting, t~~The Support Coordinator
186 shall offer the ~~member/~~Responsible Person the choice of type
187 and frequency of contact at the second 90-day
188 person-centered service planning meeting.
189
190 a. ~~a.~~ The type of contact may be in-person, by
191 telephone, or by individualized letter.
192 b. ~~b.~~ The ~~member/~~Responsible Person may choose the
193 frequency of contact – e.g., 30 days, 90 days, 180 days,
194 365 days. The frequency of contact cannot be more than
195 365 days.
196 c. ~~c. For a foster child in the custody of the Department of~~
197 ~~Child Safety or Tribal Social Services, t~~The choice will be
198 given to the foster family and communicated ~~with~~to the

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legal guardian for a foster child in the custody of the Department of Child Safety or Tribal Social Services.

d. ~~d. After the second planning meeting 90 day the member/~~The Responsible Person may change the type and/or frequency of contact at any time by contacting their Support Coordinator.

4. ~~4.~~ The Support Coordinator shall follow the minimum requirements of contact and planning meeting reviews established by rule, policy, or procedure ~~I~~if the member is receiving services funded by the Division (i.e., "state funded") ~~and/~~or the Arizona E~~e~~arly ~~i~~Intervention Program (AzEIP). ~~services, the Support Coordinator shall follow the minimum requirements of contact and Planning meeting reviews established by rule, policy, and/or procedure~~. ~~A~~

5. The Support Coordinator shall allow the ~~member/~~Responsible Person ~~may~~to choose more frequent contact if desired.~~but may not choose less. For example, if the member is receiving early intervention services, the Support Coordinator must meet with the member/Responsible Person every 180 days; however, the Responsible Person may choose a phone call for the three~~

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~~months between the required TSC visits.~~

6. ~~**Note:** Members over the age of 3 receiving state funded services must comply with the ALTCS application process, if there is a potential, they may be eligible~~.

   The Division shall require minimum contact in the following circumstances ~~require minimum contact~~:

   a. ~~a.~~ Members receiving early intervention (AzEIP) services shall have in-person TSC visits at least every 90 days.

   b. ~~b.~~ Members receiving in-home support services (e.g., Attendant Care, Habilitation – Individually Designed Living Arrangement, Respite, etc.) or residing in a Child/Adult Developmental Home shall have in-person TSC visits at least every 90 days.

   c. ~~c.~~ Members residing in a licensed residential setting (e.g., group home, Skilled Nursing Facility, etc.) regardless of behavioral health services shall have TSC visits occur every 180 days from the date the placement began.

7. The Support Coordinator shall not be required to hold the initial 10-day and two 90-day meetings ~~I~~if the member loses TSC

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243 eligibility ~~(i.e., becomes ineligible for AHCCCS insurance)~~ but
244 becomes eligible again within 6 months.~~, the initial 10-day and~~
245 ~~2-90-day meetings are not required.~~
246 8. The Support Coordinator shall treat the Member as newly TSC
247 eligible ~~However,~~ if more than 6 months have lapsed~~, the~~
248 ~~member shall be treated as newly TSC eligible~~.

249 **C. DOCUMENTATION**~~Documentation~~
250
251 1. ~~1.~~ The Support Coordinator shall update the ~~m~~Member's case
252 record ~~shall~~ to include~~, but not limited to~~:
253 a. ~~a.~~ The date the Support Coordinator was notified that the
254 member is TSC eligible ~~(i.e., TSC Paid Report (CLT_0070))~~
255 or the Focus task;
256 b. ~~b.~~ Identification of member as enrolled in TSC;
257
258 c. ~~c.~~ A description of the type and frequency of contact
259 chosen by the ~~member/~~Responsible Person;
260 d. ~~d.~~ Identification of all TSC contacts made and/or
261 attempted including certified letter (when applicable);
262 e. ~~e.~~ A description of the M~~m~~ember's abilities, supports and
263 needs; and
264 f. ~~f.~~ Assistance provided to the ~~member/~~Responsible Person

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2. ~~2.~~ The Support Coordinator shall consult with their supervisor ~~I~~if the ~~member/~~Responsible Person refuses to participate in the TSC program~~, the Support Coordinator shall consult with their supervisor. B~~ and based on this discussion, document the decision to move the ~~m~~Member to Inactive status or proceed to case closure ~~(refer to~~ as outlined in Division Medical Policy 1650~~)~~.

~~If the member loses TSC eligibility (i.e., becomes ineligible for AHCCCS insurance) but becomes eligible again within 6 months, the initial 10-day and 2–90-day meetings are not required. However, if more than 6 months have lapsed, the member shall be treated as newly TSC eligible.~~

D. DIVISION RESPONSIBILITIES~~Division responsibilities include, but not limited to the following:~~

1. ~~1.~~ The Division shall ensure~~Ensuring~~ staff are qualified and employed in sufficient numbers to meet Support Coordination needs and responsibilities.
2. ~~2.~~ The Division shall ensure~~Ensuring~~ staff receive initial and ongoing training regarding ~~s~~Support ~~c~~Coordination responsibilities for the TSC program.

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3. ~~3.~~ The Division shall identify ~~Identifying~~ new members who are eligible for TSC services and assign~~ing~~ a ~~s~~Support ~~c~~Coordinator.
4. ~~4.~~ The Division shall ensure~~Ensuring~~ the ~~member/~~Responsible Person is informed of the assignment of the Support Coordinator, when the Support Coordinator is changed and how the Support Coordinator can be contacted.
5. ~~5.~~ The Division shall establish and maintain~~Establishing and maintaining~~ an internal monitoring system of the TSC program and make results available at the time of annual review, to include a summary/analysis and corrective action plan, when applicable.
6. ~~6.~~ The Division shall follow~~Following the Division's~~ prescribed timeframe requirements for the completion of the Planning Document. ~~The Planning Document shall be developed at the time of the initial visit for new members eligible for TSC and reviewed and updated at each subsequent meeting.~~
7. ~~7.~~ The Division shall establish and maintain~~Establishing and maintaining~~ an internal monitoring system of the TSC program and make results available at the time of AHCCCS' Operational

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307 Review of the Division to include a summary/analysis and

308 corrective action plan, when applicable.

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