

OMHSAS

Regulatory Requirements and Oversight by the Office of Mental Health and Substance Abuse Services

Defines Case Management Services and the requirements of Pennsylvania in administering this program.

Effective Date: 7/1/92

Approval Date: 9/3/92

- TCM consists of:
 - Intensive Case Management, ICM (PA Code Title 55, Chapter 5221 available at http://www.pacode.com/secure/data/055/chapter5221/055_5221.pdf)
 - Resource Coordination, RC (RC Bulletin OMH-93-09 available at <http://services.dpw.state.pa.us/olddpw/bulletinsearch.aspx?BulletinId=1006>)
 - Blended Case Management, BCM (BCM Bulletin OMHSAS-10-03 available at <http://services.dpw.state.pa.us/olddpw/bulletinsearch.aspx?BulletinDetailId=4566>)

TCM Policy Clarifications (PC)



pennsylvania
DEPARTMENT OF HUMAN SERVICES

- **ICM/RC 04-01** -TCM Instant Messaging
- **TCM-01** and **ICM-04 RC-01** *FBMHS-09* on TCM billable units in inpatient settings
- **FB-07** on FBMHS relationship to ICM

(Handouts provided for all PCs)

Medical Assistance Bulletin

Number: 29-02-03, 33-02-03, 41-02-02 on Documentation and Medical Record Keeping Requirements (issued March 21, 2002, effective the same date).

..... the bulletin refers back to MA Regulations
§ 1101.51.

- **Providers of TCM must ensure that the following documentation requirements are adhered to:**
 - Verification of eligibility to receive TCM Services. This includes, but is not limited to:
 - Past treatment records
 - Behavioral health assessments
 - Psychiatric or psychological evaluation
 - Letter summarizing treatment history
 - Individual Education Plan (IEP)
 - Other relevant information

- The record must contain an assessment of the consumer's strengths, needs, and interests
- The record shall contain summaries of hospitalizations, incarcerations or other out-of-home placements while enrolled in TCM
- Children only: IEP, school testing—for example, psychological evaluations—guidance counselor reports, etc.

- The record must contain a written Service Plan developed within one month of registration and reviewed at least every six months. The Service Plan shall :
 - Reflect documented assessment of the consumer's strengths and needs
 - Identify specific goals, objectives, responsible persons, time frames for completion

- In the case of consumers discharged from the TCM program, the record must contain a termination summary, including a reason for admission to targeted case management, the services provided, the goals attained, the goals not completed and why, and a reason for closure.

- Case notes must:
 - Be legible;
 - Verify the necessity for the contact and reflect the goals and objectives of the targeted case management service plan;
 - Include the date, start & end time, and circumstance of contacts, regardless of whether a billable service was provided

- Case notes must (cont'd):
 - Identify the consumer by name or case number on both sides of each page on which there is writing on both sides. The consumer's name and case number should appear together earlier in the file;
 - Be dated and signed by the individual providing the service;
- Any errors or alterations of the record must be signed and dated. No White Out is permitted in the chart.

Record Retention



- Records shall be retained for 7 years.
- **Special Note:** Although ICM regulation indicates that records need to be retained only for 4 years, the federal standards stipulate 7 years of record retention.

Approval Process



- Pittsburgh Field Office sends letter to the provider.
- OMHSAS schedules and completes an on-site visit/review.

- Allegheny County and PFO work closely to assure oversight of programs
- PFO OMHSAS has final approval authority.

Contact Information



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