



**COLORADO**

Department of Health Care  
Policy & Financing

# Targeted Case Management Frequently Asked Questions

*For the HCBS-CES, HCBS-DD, and HCBS-SLS Waivers – October 2017*

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**If an activity doesn't take a full fifteen minutes, can case managers still calculate one unit?**

**Yes, each unit is measured in 15 minute increments.**

**Should case managers log note each Targeted Case Management (TCM) activity as it occurs?**

**If the activities are completed back-to-back, case managers should document them in one log note, summarizing the activities, and calculating the units based on the total time it took to complete them. If the activities are not completed back-to-back, case managers should document them in individual log notes.**

**Is there a reference guide that case managers can use to identify which activities fall under each of the four components of TCM?**

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**No, there is no reference guide. Case managers should refer to 10 CCR 2505-10, 8.761 to determine if an activity falls under one of the four TCM components.**

### **Is there a reference guide or methodology that case managers can use to identify how many units to bill for TCM activities they complete?**

**In calculating TCM units, case managers are to accurately reflect the actual time it took to complete the TCM activity. Units are calculated for each individual and the duration of the TCM activity for that individual.**

### **Can case managers bill TCM when someone is in jail?**

**No. Section 1905(a)(A) of the Social Security Act states that Federal Financial Participation is prohibited for individuals who are inmates of a public institution (except as a patient in a medical institution). An individual is an inmate when serving time for a criminal offense or confined involuntarily in State or Federal prisons, jails, detention facilities, or other penal facilities.**

### **Can members of support-staff (not case managers) bill for TCM when completing TCM activities?**

**Only individuals who meet the requirements of a TCM provider may complete and bill for TCM activities, refer to 10 CCR 2505-10, 8.603.9 (E).**



## **Can case managers bill TCM when assisting with Developmental Disability (DD) Determination or Medicaid eligibility?**

**TCM activities shall only be billed when an individual is enrolled in the Home and Community Based Services-Children's Extensive Support (HCBS-CES), HCBS-for Persons with Developmental Disabilities (HCBS-DD), or HCBS-Supported Living Services (HCBS-SLS) waivers.**

## **If case managers are respondents for the Supports Intensity Scale (SIS) assessment, can that time be billed as TCM?**

**No, providing responses at a SIS assessment is not considered a TCM activity, refer to 10 CCR 2505-10, 8.761.**

## **Can case managers bill TCM for discharge planning from a nursing facility back into HCBS?**

**No, if an individual is not enrolled in the HCBS-CES, HCBS-DD, or HCBS-SLS waiver, no activity completed can be billed as TCM.**

## **If case managers complete a non-TCM activity at the same time a TCM activity is completed, should two log notes be entered?**

**The case manager can either complete two log notes or complete one log note and differentiate between the TCM and non-TCM activities and calculate only the TCM units.**



## **Can case managers provide TCM if an individual is admitted to a hospital?**

**TCM may be billed for a person receiving medical care in a hospital if they continue to be enrolled in the HCBS waiver. However, waiver services cannot be billed while the individual is hospitalized.**

## **Can case managers provide TCM if an individual is in a Skilled Nursing Facility (SNF)?**

**Once Medicaid becomes the payer for placement in a Nursing Facility, TCM may not be billed because the individual is residing in an institution and receives case management from the facility.**

## **How should case managers document travel time to monitor multiple individuals at the same location?**

**Case managers must accurately reflect the actual time it took to travel to and from the location - either documenting the total travel time in one of the monitoring log notes or dividing the total travel time amongst all the individual monitoring log notes.**

## **How can case managers monitor services such as Behavioral Counseling or Massage Therapy without negatively impacting the therapy?**

**Case managers must complete monitoring face-to-face with the individual at a location where HCBS waiver services are provided. In the case of some**



**types of therapy, it may be acceptable for the case manager to monitor services outside of the therapy session with the individual and provider.**

## **Can case managers bill for TCM after an individual is deceased?**

**No, once a person has died, services for that individual can no longer be provided through the HCBS waiver – including TCM. Administrative activities case managers complete to close the individual’s case are reimbursed outside of TCM.**

