

Deliverable for:
Conflict Free Case Management
9.2 Establish Protocol

New Hampshire
Balancing Incentive Program

Submission
April 1, 2013

NH Balancing Incentive Program

Conflict Free Case Management

9.2 Establish protocol for removing conflict of interest

NH Department of Health and Human Services has convened an internal workgroup of long term care representatives from the elderly and adult, behavioral health, development disability, and child, youth, and family bureaus. This group has met on several occasions to discuss the current state of case management in NH and the areas of potential conflicts of interest. It identified differences in roles and financial reimbursement for case managers representing clients across the bureaus. In discussions, the workgroup has highlighted a goal of identifying an optimal case management system that can be applied across the long term care areas. To achieve that goal, the workgroup has begun to explore the contracting of a case management consultant to aid in integrating the currently silo-ed systems.

Additionally, the workgroup has reviewed the CMS specifications for identifying and removing potential areas of conflict. The NH protocol will incorporate the areas highlighted by CMS as well as any new case management structure. As a next step NH will analyze the CMS specifications for applicability to **all** New Hampshire CLTSS case management services. We believe there is a need for discussion and clarification with CMS to understand exactly what how they define case management. It is often referred to by CMS in terms of the eligibility process as opposed to a targeted case management service as defined in the New Hampshire Medicaid State Plan.

As a next step the workgroup will be expanded to include a subset of influential external stakeholders from the larger Stakeholder Committee. The joint group will be charged with outlining any changes to case management structure and writing the protocol for mitigating conflict.