

Stark County Board of Developmental Disabilities

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TARGETED CASE MANAGEMENT DOCUMENTATION

POLICY

Stark County Board of Developmental Disabilities (SCBDD) recognizes and is committed to the importance of accurate, thorough and professional documentation of all services provided by its employees. "Targeted Case Management" (TCM) refers to services, provided by Service and Support Administrators (SSAs), which will assist individuals in gaining access to needed medical, social, educational and other services described in accordance with section 1915(g) of the Social Security Act, as effective October 1, 2015. Targeted Case Management is also referred to as Medicaid Case Management. When TCM services are documented in case notes that are compliant with state and federal standards required for billing the services, certain services become eligible for Medicaid reimbursement. SCBDD is responsible for payment of the nonfederal share of this Medicaid expenditure.

SSA services eligible for Medicaid reimbursement include assessment; care planning; referral and linkage; monitoring and follow-up; state hearings; emergency intervention (related to the aforementioned services only, not the required availability of 24-hour per day SSA services).

TCM documentation then becomes important to SCBDD and the individuals it serves because 1) it is the record of services performed and 2) it is a significant source of revenue. SCBDD chooses to record TCM documentation through agency approved software, and maintain all records of SSA services in a unified manner therein, regardless of whether the services are eligible for Medicaid reimbursement. Therefore, TCM documentation also is an important measure of SSA productivity.

The Ohio Department of Developmental Disabilities administers the TCM program.

Nothing in this policy and its related procedure shall relieve any person of the responsibility to comply with Section 5126.15 of the Ohio Revised Code or Section 5123:2-1-11 of the Ohio Administrative Code.

The Superintendent will develop procedures to implement this policy.

Historical Resolution Information		Reviewer(s):
Date	Resolution Number	Director of Service & Support Administration
10/22/19	10-48-19	
1/24/23	01-07-23	
2/24/26	02-10-26	

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PROCEDURE

This procedure describes how Stark County Board of Developmental Disabilities (SCBDD) will document Targeted Case Management (TCM) services. TCM is the coordination of services by a Service and Support Administrator (SSA) which assists individuals in gaining access to medical, social, educational and other services as described by Ohio Administrative Code 5123:2-1-11. TCM is a reimbursable, Medicaid service.

TCM services are documented electronically, utilizing SCBDD's approved software.

TCM documentation is a measure of productivity, as well as, the record of casework activities. As a measure of productivity, each SSA is expected to document a minimum of 47% of hours worked per month. The business office will maintain a productivity spreadsheet, which will be forwarded to the SSA Supervisors and Directors monthly.

TCM documentation must be entered on a daily basis unless supervisory approval for an exception is granted. TCM documentation is recorded in real start and stop times. The case notes should be completed in an accurate and professional manner without the use of slang or unauthorized abbreviations. Case notes must be done in a manner that allows another SSA or SSA Supervisor to review the content and be able to obtain a clear understanding of the service(s) provided and the reason for the service(s). All case notes for the previous month shall be completed by the fifth of each month. If the fifth falls on a weekend or holiday, case notes shall be completed by the next business day. Special circumstances shall be discussed and approved by a supervisor and/or the director. A pattern of late documentation and/or not meeting the required 47% productivity standard will result in corrective action.

TCM documentation should record facts. If there is a need to include an inference or deduction, the SSA should identify it as such by using phrases like "appeared to me" or "SSA's assessment is". Case note entries should describe the services provided or being planned for on behalf of an individual being served. They should address the "who, what, where, when and how" of the service coordination. Entries should be concise, but include enough detail to impart a clear understanding of what has occurred.

1. TCM activities are allowable when the documentation is reflective of tasks/services done for an individual who is eligible for county board services. There are six reimbursable categories:
 - a. Assessment
 - i. Initial and ongoing assessments of an individual's need for medical, educational, vocational, social and/or other services
 - ii. Assessments required for HCBS waiver services

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- iii. Assessments related to projecting costs for HCBS waiver services
 - iv. Assessment activities may include the following:
 - Recording the individual's history
 - Identifying the needs of the individual and completing related documentation
 - Gathering information from sources such as family members, medical providers, social workers, and educators
 - b. Care Planning
 - i. Development of an Individual Service Plan (ISP) which authorizes the services needed to respond to assessed needs
 - ii. Ongoing revisions to an ISP that are needed in response to changes in the assessed needs
 - c. Referral and Linkage – Activities that link individuals to medical, educational, vocational and/or other needed services
 - d. Monitoring and Follow-up
 - i. Monitoring of the services authorized in an ISP
 - ii. Reviewing MUI/UI trends and patterns and authoring prevention plans
 - e. Emergency Intervention
 - i. Consultation and notifications to SSAs, Supervisors or Providers in regards to emergency hospitalizations
 - ii. Phone calls , linkage and referral with service providers and related correspondence
 - f. State Hearing
 - i. Preparing for a state hearing related to the reduction, termination or denial of a Medicaid service
 - ii. Preparing for a state hearing related to the denial of an HCBS waiver enrollment
2. Elements to be included in each TCM entry
- a. Name of the individual
 - b. Individual's Medicaid number
 - c. Date of the service
 - d. Description of the service
 - e. Location of the service
 - f. Start and stop times of the service
 - g. Electronic signature
 - h. SSA's name and title
3. TCM activities are not allowable in the following situations:
- a. Activities provided for an individual who is residing in an institution, except for service coordination done during the 180 days leading up to moving an individual into the community
 - b. The mandated 24-hour per day, on-call SSA emergency response system

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- c. Activities completed pursuant to the investigation of major unusual incidents (MUIs)
 - d. The provision of direct care services to an individual
 - e. Services to those individuals who have been found ineligible for county board services
 - f. Eligibility determination for county board services which includes any activity related to intake
 - g. Development or monitoring an IEP
 - h. Attending conferences, trainings, staff meetings, etc.
 - i. SSAs doing job shadowing
 - j. Any services provided after an individual's date of death
 - k. Any services provided for an individual that is incarcerated (except the first and last day of release)
 - l. Home choice case notes must be documented as unallowable until the day after the individual moves
4. Travel time and case note documentation time will not be recorded in the agency approved software system.
5. TCM documentation must be retained for seven years from the date of settlement of the cost report, or until such time as a lawsuit or audit finding has been resolved, whichever is longer.
6. A random audit of case notes will be completed monthly by the business office to ensure TCM service documentation in case notes are compliant with state and federal standards for billings and meet the standards listed in this procedure.
7. The Board provides a TCM incentive program to SSAs. The participation eligibility and program details are listed below:
 - a. To be eligible to participate in the SSA Incentive Program, employees must be non-exempt, non- represented employees, who perform Targeted Case Management (TCM).
 - b. Incumbent SSAs, who move/transfer to another role during a quarter, are eligible to receive a pro-rated incentive payout for that quarter.
 - c. Eligibility to receive the Incentive Payout is based on a 3-month average of the employee's TCM productivity for allowable and unallowable units, as determined by the TCM Report generated by the Board's Finance Department.
 - i. A TCM Unit is equivalent to fifteen (15) minutes, and defined in OAC 5160-48-01.

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- ii. TCM Case Notes for the month are due by the fifth of the following month. Due dates are adjusted for holidays and weekends that may fall on the fifth of each month.
 - iii. The quarterly TCM percentage is calculated to the hundredth decimal point.
- d. The 3-month periods to be measured, and the payout distribution schedule can be found below:

3-Month Period:	Payouts Distributed In:
January- March	April
April-June	July
July- September	October
October- December	January

- e. The following productivity tiers and incentive payouts have been established:

TCM% Productivity Tiers	Incentive Amount
47%	(Required TCM %)
55.00 to 59.99%	\$400
60.00 to 69.99%	\$600
70.00% and Above	\$800
<i>*The SSA Incentive Program maximum payout is \$800 per eligible employee for each 3-month period.</i>	

Please Note:

1. The incentive payout is not pensionable.
2. Newly eligible employees may participate in the program at the beginning of the first full quarter after their start date.
3. In the case of resignation or retirement, employees will be eligible to receive an incentive payout, as long as the 3-month period being measured has been completed.
4. Participants may be removed from the incentive plan due to reassignment.
5. The Superintendent, prior to any payment being made, must approve incentive awards.