

XXXX Agency
CAP/C Case Management Policies and Procedures

Policy Number:

Subject: Discharge of CAP/C Applicants and Recipients

I. PURPOSE

CAP/C recipients withdraw from the program, either voluntarily or involuntarily. These recipients need to be discharged in accordance with CAP/C policies and procedures. All recipients must be offered due process in compliance with federal regulations.

II. POLICY

Case Managers do not make decisions regarding termination of active CAP/C recipients or denials of potential CAP/C recipients. Case Managers ensure that DMA is aware of all voluntary withdrawals and terminations. Case Managers make both families and DMA fully aware of anything that may affect CAP/C participation so that both parties can make informed decisions. Discharges or withdrawals from the CAP/C program or application are documented by either a voluntary withdrawal form or by a termination/denial letter from DMA. The Case Manager acts as a neutral party during the appeal process, assisting both the recipient and DMA as needed.

III. PROCEDURE

<u>Procedure</u>	<u>Responsible Party</u>
1. When the Intake Case Manager takes referral information and feels the applicant is not appropriate for the CAP/C program, she advises the parent that an approval is unlikely and informs the applicant of other options. If the family wants to proceed with the referral, the referral is submitted to DMA. The Case Manager does not ever refuse to submit a referral.	1. Intake Case Manager
2. When a CAP/C applicant voluntarily withdraws their application, the Intake Case Manager ensures to the best of her ability that the family's decision is based upon accurate and complete information. The Intake Case Manager obtains the signed Voluntary Withdrawal of Referral notice from the family and submits it to DMA. The Case Manager files	2. Intake Case Manager

DMA's acknowledgement of the withdrawal in the patient's chart and closes the file. The Intake Case Manager removes the patient's name from the wait list if applicable.

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| <p>3. If the referral is denied by DMA, the Case Manager helps the applicant to understand the reason for the denial and informs the applicant of other options, including having the CAP/C assessment done anyway.</p> | <p>3. Intake Case Manager</p> |
| <p>4. If the initial assessment is denied by DMA, the Case Manager helps the applicant to understand the reason for the denial and assists the family as needed to sort through other options, including appeal.</p> | <p>4. Intake Case Manager</p> |
| <p>5. When an active CAP/C recipient voluntarily withdraws from CAP/C, the Case Manager ensures to the best of her ability that the family's decision is based upon accurate and complete information. The Case Manager obtains the signed Voluntary Withdrawal of Participation notice from the family and submits it to DMA. The Case Manager files DMA's acknowledgement of the withdrawal in the patient's chart and closes the file.</p> | <p>5. Case Manager</p> |
| <p>6. If further participation is denied by DMA, the Case Manager helps the recipient to understand the reason for the termination, and assists the family as needed to sort through other options, including appeal.</p> | <p>6. Case Manager</p> |
| <p>7. In the event of an appeal, the Case Manager attends the hearing. The Case Manager does not take either the side of the family or of DMA; she remains a neutral party.</p> | <p>7. Case Manager</p> |

Effective Date	Revision Date	Reviewed By