

XXXX Agency
CAP/C Case Management Policies and Procedures

Policy Number:

Subject: CAP/C Inquiries and Referrals

I. PURPOSE

The referral policy describes how a referral is taken and processed.

II. POLICY

The Case Management Agency will perform outreach activities to ensure that all potential referral sources including but not limited to hospital discharge planners, physicians' offices, schools, and family support groups are aware of the CAP/C program.

When an inquiry is received, the Case Manager will review the needs of the child and the expectations of the family by interviewing the referral source. The Case Manager will present all options, including but not limited to CAP/C.

If the family decides to pursue CAP/C, the referral form will be completed and submitted to DMA. The family will be informed of the screening nature of the referral form and the time frame in which they should expect a response. The family will be given a copy of the CAP/C Parent Handbook.

If the family decides not to pursue CAP/C, the date, child's name, referral source, contact information, and reason should be documented on a referral log. Documentation will clearly reflect that it was the family's/referral source's decision to not submit the referral, and not the Case Manager's decision.

The Case Manager will contact the family within two weeks of receiving the approval for assessment from DMA. The Case Manager will instruct the family regarding the application process and begin the process. (Alternatively, if the Case Manager is unable to begin the process within two weeks, the family will be informed regarding the waiting list in accordance with Policy No. XX, CAP/C Wait List Policy.)

III. PROCEDURE:

- | <u>Procedure</u> | <u>Responsible Party</u> |
|--|--------------------------|
| 1. The agency will conduct outreach activities using (but not limited to) the CAP/C brochure, the CAP/C Parent Handbook, and the Power Point presentation available on-line at XXX to initially inform potential referral sources regarding the program. | 1. Program Director |
| 2. Changes in the CAP/C program, particularly | 2. Program Director |

those involving eligibility, will be communicated in writing to known referral sources.

3. One Case Manager will be designated as an intake coordinator and will be responsible for handling all inquiries and referrals. 3. Intake Case Manager
4. The Intake Case Manager will interview the recipient regarding the child's needs and will explain to the referral source how CAP/C as well as other Medicaid and community programs can or cannot meet those needs. 4. Intake Case Manager
5. If the referral source is not the family member, the Intake Case Manager will contact the family to make sure they are aware of and in agreement with making the referral. 5. Intake Case Manager
6. If a referral source bypasses the Case Manager and submits the referral directly to DMA, the Intake Case Manager upon learning of the referral will contact that referral source to instruct them to either refer the client to the Intake Case Manager for referral, or copy the Intake Case Manager on the referral form. 6. Intake Case Manager
7. Upon completion of the referral, the Intake Case Manager will explain the next steps to the family and will provide the family with a copy of the CAP/C Parent Handbook. 7. Intake Case Manager
8. The Intake Case Manager will maintain a referral log indicating the name of the child, the date the referral was submitted, other programs which were recommended or for which referrals were submitted, and the date that approval or denial for assessment was received by DMA. If the inquiry did not result in a referral, the date, child's name, referral source, contact information, and reason should be documented in accordance with Paragraph 4 of the policy, above. 8. Intake Case Manager
9. Upon receiving the approval for assessment from DMA, the Intake Case Manager will either assign the child to his/her regular Case Manager or assign the child to the wait list (see Policy No. XX, Wait Lists). 9. Intake Case Manager
10. The assigned Case Manager will contact the family within 2 week to begin the Initial Assessment process. If assigned to the Wait List, the Intake Case Manager will follow 10. Case Manager or Intake Case Manager

Policy No. XX, Wait Lists.

SAMPLE

Effective Date	Revision Date	Reviewed By