



County Case Management Services

CCMS – 501 SW 7th Street, Suite Q - Des Moines IA 50309- Phone (515)244-7181 Fax (515)244-6397
Website: www.iowacounties.org

COUNTY CASE MANAGEMENT SERVICE OVERVIEW

GOAL AND DUTIES: The goal of the County Case Management program is to help counties provide quality, cost-effective case management programs that comply with all state and federal rules and regulations. To accomplish this goal, the County Case Management Services (CCMS) Board of Directors has contracted with ISAC to provide the following services to each member county:

1. Reviews of policies and procedures required of a case management provider.
2. Reviews of rate development to assure that counties are recouping all allowable direct or indirect costs.
3. Reviews of Office of Management and Budget Circular A-87 compliance.
4. Reviews of County compliance with Center for Medicare and Medicaid Services (CMS) cost allowability requirements that exceed OMB A-87 requirements.
5. Additional financial reviews of operations to assure proper documentation and cost allocation for allowable expenses.
6. Operational reviews for compliance with Chapters 24 and 90 of the Iowa Administrative Code.
7. Reviews of operations for efficiency and effectiveness.
8. Trouble shooting and mediation on behalf of counties with specific problems between MBC of Iowa, Iowa Medicaid Enterprise (IME), CMS (Center for Medicare and Medicaid Services), and/or the State of Iowa.
9. Audit defense services should a disallowance be threatened.
10. Advocacy services for counties including attendance at state agency meetings of commissions and committees.
11. Reports to the ISAC Board of Directors regarding the provision of case management services.
12. Training seminars in a variety of areas depending on interest and need.
13. Any other services as determined by the County Case Management Services Board of Directors.

ORGANIZATION: A number of counties that are either providing, or planning to provide, Medicaid Case Management Services entered into a 28E Agreement for County Case Management Services (CCMS). Any Iowa county may become party to the Agreement and gain membership in CCMS by adoption of the Agreement by resolution by the Board of Supervisors. The Agreement requires: Payment of a \$600 entry fee; and payment of a monthly fee determined by the CCMS Board.

CCMS is under the direction and control of a Board of Directors. The CCMS Board consists of one member selected from the ISAC Board of Directors, and ten members selected from supervisors of counties that are members of CCMS. The CCMS Board contracts with ISAC to provide staff assistance and support.

CCMS STAFF: There are currently four CCMS staff. General questions and comments can be addressed to Deb Eckerman at the ISAC office (515) 244-7181. The four CCMS staff are:

Deb Eckerman	Case Mgmt Services Mgr	deckerman@iowacounties.org
Linda Kemp Gethmann	CCMS Specialist	lgethmann@iowacounties.org
Dan Vonnahme	CCMS Specialist	dvonnahme@iowacounties.org
Jackie Leech	CCMS Specialist	jleech@iowacounties.org

WEBSITE ADDRESS: www.iowacounties.org There is a hot link to case management.

STAFF ACTIVITIES: Staff activities involve technical assistance, training, and advocacy services for county officials and program staff. CCMS staff are readily available to assist any participating county with specific issues and concerns the county identifies. Some specific activities that the program staff have engaged in include:

- A. Technical Assistance
 1. To assist counties enroll in the Medicaid case management program.
 2. To assist with the development of financial reports, including setting rates.
 3. To assist counties in the development and modification of their programs by:
 - a. Assisting in the development and revision of Policy and Procedures manuals and financial cost reports.
 - b. Development of "model" forms and policies and procedures.
 4. To monitor county case management programs, and provide hands-on assistance to assure:
 - a. Compliance with Chapters 24 and 90 of the Iowa Administrative Code.
 - b. Proper documentation of operations and billable contacts.
 - c. Program quality, effectiveness, and efficiency.
 5. To assist in the development of management information systems to provide data on staff activities, progress toward program goals, etc.
- B. Training
 1. Development and implementation of a comprehensive training strategy addressing:
 - Orientation of new staff;
 - On-going training needs - aimed at improving the skills and knowledge base of case managers; and
 - Annual Conference
 2. Training is provided at both central and regional training locations.
 3. Identification of training opportunities that are available through other organizations.
- C. Advocacy
 1. To intervene on behalf of participating counties when problems arise, with meeting standards or recovering payments.
 2. To monitor proposed changes in legislation and administrative rules governing the case management program and advising counties of the proposed changes.