

Conflict Free Language

The Division has procedures for support coordinators to follow to ensure choice in providers, services, institutional care, and service delivery options are reviewed with the participant and legally authorized representative annually. The Division rules for targeted case management entities also require the support coordinator to review choice, plan for services, risks, and one's goals without any undue influence from other providers or parties.

The Targeted Case Management (TCM) entity may provide waiver services, but NOT to an individual for whom the agency provides support coordination. System changes are in transition, and the state will complete the system changes by December 31, 2018, in accordance with the timeline separately submitted to CMS.

During the annual plan meeting, or as the situation arises during support monitoring, the support coordinator will discuss options with the individual to avoid conflicted arrangements. If a TCM entity is providing both TCM and direct services to the same individual, the individual will have to choose that provider for either TCM services or direct services. The support coordinator will educate and inform the individual on choices of TCM entities and waiver providers to prevent conflicted arrangements.

One of the Division's integrated quality functions is the targeted case management reviews conducted by the technical assistance coordinator (TCM TAC) reviews, with a sampling which includes 100% sampling of all Support Coordinators:

- a. Verification that the conflict of interest statement is included in the service support plan; and
- b. Interaction/contact with consumers and/or their guardians to verify effectiveness of the procedures