

IDD Care Coordination

IDD Care Coordination Overview

Intellectual and Developmental Disabilities (IDD) Care Coordination's role is to make sure that people are cared for in the best possible manner. Care Coordinators, employed by Partners Behavioral Health Management, work with the individual and his or her natural supports to help monitor services, ensure assessments and Person-Centered Plans are completed, and ensure that individuals are receiving needed services.

The individual or family select a provider agency to deliver services. The care coordinator works with a team comprised of the individual, family and provider to ensure that the individual is receiving the right service, the right amount of service, at the right time, that needs are met and progress is being made toward identified goals and outcomes.

Care Coordination is not a service. It is an administrative function within Partners' managed care responsibilities.

Units within the IDD CC Department:

- **Referral/Screening Specialists:** When an individual is identified as having IDD service needs they are connected to an IDD CC referral/screening specialist. Based on the needs at the time of the screening individuals may be provided provider contact lists to meet their needs, added to the registry of unmet needs or referred to state funded or Medicaid (B3) services to meet their needs.
- **Assessment Specialists:** IDD CC Assessment Specialists are AAIDD Support Intensity Scale (SIS) certified assessors and are CQL Personal Outcome Measure certified interviewers. Everyone on the registry of unmet needs will have a SIS assessment completed. All NC Innovations Waiver recipients have a SIS completed every 2-3 years to assist in identifying levels of need.
- **IDD Care Coordination:** IDD Care Coordinators are assigned to individuals participating in the NC Innovations Waiver, individuals eligible for NC Innovations that are not living in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID) facility, individuals with IDD residing in a facility operated by Department of Corrections or Juvenile Justice and planning to be discharged, individuals with high behavioral and medical needs also served by CCNC. In addition, individuals with a dual diagnosis of IDD and mental health and/or substance abuse may qualify.
 - o **Short Term Care Coordination:** If an individual has temporary need to be linked to services other than NC Innovations they may be eligible for Care Coordination for a short period of time.
 - o **Olmstead Care Coordination:** Our Olmstead Care Coordinators work closely with specialty programs such as, Murdoch Center, J Iverson Riddle Center and community ICF IID Group Homes to assist individuals in transitioning from institutional level of care to community based programs and services that can meet their needs.
 - o **Innovations Waiver Care Coordination:** As part of the NC Innovations Waiver, Care Coordination is a required element of the waiver. Our 54 IDD Care Coordinators assist our 1400+ Innovations Waiver recipients with treatment/service planning based on their individualized needs. Individuals on the waiver will have a care coordinator for as long as they participate in the waiver.
- **Monitoring Team:** IDD CC monitoring team members assist the Innovations Waiver Care Coordinators with ensuring services individualized service plans are being provided as authorized and within the waiver limits. In addition, this team also monitors for member health & safety and the inclusion of Home and Community Based Standards in Residential, Day Support and Supported Employment programs.

Frequently Asked Questions and Answers

You may access NC DHHS NC Innovations Frequently Asked Questions via the link below for 10 pages of questions and answers related to NC Innovations Waiver Services

<https://www2.ncdhhs.gov/ncinnovations/pdf/nc-innovations-wavier-faqs.pdf>

Information about NC Innovations New Supported Living Service Definition

https://www2.ncdhhs.gov/ncinnovations/Supportive_Living_FAQ_2017_10.pdf

Important Links

NC Innovations Waiver NC DHHS: <https://www2.ncdhhs.gov/ncinnovations/>

Partners Benefit Grids: <https://providers.partnersbhm.org/benefit-grids/>

Partners Service Definitions: <https://providers.partnersbhm.org/service-definitions/>

Clinical Coverage Policies: <https://dma.ncdhhs.gov/behavioral-health-clinical-coverage-policies>

Disability Rights of NC: <http://www.disabilityrightsn.org/>

Money Follows the Person Demonstration Project: <https://dma.ncdhhs.gov/providers/program-services/money-follows-the-person-MFP>

You can access Partners' Provider Knowledge Base by visiting <https://providers.partnersbhm.org/>

Learn about the Provider Webinars: <https://providers.partnersbhm.org/provider-webinars/>

Who to Contact in IDD Care Coordination

For questions regarding the Registry of Unmet Needs, Referral/Screenings, SIS assessments, or the monitoring team for all eight Partners counties contact:

Tammy J. Wellman, IDD Systems Manager

980-223-4471- new office number

Email address: twellman@partnersbhm.org

For individuals with Medicaid Counties Medicaid Counties of Cleveland, Gaston or Lincoln contact:

Rachael L. Jerzak, IDD Care Coordination Manager

Email: rjerzak@partnersbhm.org

Office Phone: 704-772-4296

For individuals with Medicaid Counties of Burke, Catawba, Iredell, Surry and Yadkin please contact:

Wyatt Bell, IDD Care Coordination Manager

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