



# PROVIDER ALERT

## Case Management

September 16, 2019

**Alert Summary:** Case Management Revisions/Updates

This alert details the changes in Level of Care Guidelines revisions for Case Management services.

Dear Provider,

Thank you for your continued partnership as a provider in the Optum Idaho network.

**Effective October 1, 2019:**

**Level of Care Guidelines Revision:**

The following revisions have been made to the Behavioral Health Case Management Level of Care Guideline which will be effective October 1, 2019:

- The following conflict-free requirement was removed in the service definition section: “Case Management cannot be provided by the same individual who provides other direct care services to the member.” The conflict-free requirement was added inadvertently. There will be no out-of-compliance repercussions or recoupments from July 1<sup>st</sup> to September 30, 2019 due to conflict-free.
- The following language was added to the Clinical Best Practice section: “Case managers should rely on the policies and procedures established by their agency, as well as, any code of professional conduct that guides their certification or licensure to ensure appropriate boundaries are maintained with the member if providing other direct services.”
- As of July 1, 2021 the conflict-free requirement will be in place and enforced.

Thank you,

The Optum Idaho Team