

**SECTION 2 POLICIES AND PROCEDURES****MTCM BILLABLE  
ACTIVITIES**

Any of the activities provided from the list below must be documented and directly linked to the beneficiary's assessed needs and specific goals documented in the Care Management Plan (CMP). The activities listed below will not automatically qualify for reimbursement if they are determined to be unrelated to needs and goals on the CMP.

- Assessing needs, access to services or client functioning
- Assessing a beneficiary's medical and/or mental health needs through review of evaluations completed by other providers of services
- Assessing physical needs, such as food and clothing
- Assessing social and/or emotional status
- Assessing housing, financial and/or physical environmental needs
- Assessing familial and/or social support system
- Assessing vocational and/or educational needs
- Assessing independent living skills and/or abilities
- Ensuring the active participation of the beneficiary in developing goals and actions to address the assessed needs and specified goals documented in the CMP
- Working with the beneficiary and others to develop goals that address the assessed needs and specified goals documented in the CMP
- Identifying a course of action with the individual to respond to the assessed needs and specified goals documented in the CMP
- Linking beneficiaries with medical, social, educational, and/or other providers, programs, and services that are capable of providing needed services as specified in the CMP
- Ensuring the CMP is implemented effectively and is adequately addressing the needs of the individual

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(CONT'D.)**

- Contacting the beneficiary, family members, outside service providers, or other entities to ensure services are being furnished in accordance with beneficiary's CMP
- Ensuring the adequacy of the services in the CMP, particularly as changes occur in the needs or status of beneficiaries
- Monitoring beneficiary progress and performing periodic reviews and reassessment of treatment needs. When an assessment indicates the need for medical treatment, referrals or arrangements for such treatment may be included as MTCM services, but the actual treatment **must not** be included
- Arranging and monitoring the beneficiary's access to primary healthcare providers. This may include written correspondence to a primary health care provider which gives a synopsis of the treatment the individual is receiving
- Coordinating and monitoring other health care needs by arranging appointments for medical services with follow-up and documentation
- Contact with the beneficiary in which the case manager helps to guide or advise in the resolution of service access issues
- Contacting the family, representatives of human service agencies, and other service providers to form a multidisciplinary team to develop a comprehensive and individualized CMP
- Preparing a written report that details a psychiatric and/or functional status, history, treatment, or progress (other than for legal or consultative purposes) for physicians, other service providers, or agencies

**SECTION 2 POLICIES AND PROCEDURES****MTCM NON-BILLABLE ACTIVITIES**

The following is a list of activities that are not Medicaid reimbursable as components of MTCM. This list is intended as a guide and is not intended to list all non-reimbursable activities.

- Attempting but not completing a contact whether in person or by telephone
- Review of case management records within the agency
- Referring and monitoring of one's own activities
- Providing special requested information regarding beneficiaries for the provider, public agencies or other private entities for administrative purposes
- Participating in recreation or socialization activities with a beneficiary or his or her family
- Rendering case management to individuals in institutional placements [*i.e.*, Psychiatric Residential Treatment Facilities (PRTFs) Intermediate Care Facilities (ICFs) or ICF-IIDs (Intellectual Disabilities), nursing homes, hospitals, etc.], except during the last 180 days of the stay for the purpose of transition and/or discharge planning
- Rendering services to a beneficiary while incarcerated, in an evaluation center (formerly known as reception and evaluation centers), in a local jail and/or prison, or a detention center
- Documenting activity notes
- Completing MIS reports and monthly statistical reports, etc.
- Performing administrative duties such as copying, filing, mailing of reports, etc.
- Rendering activities which are convened to address custody, criminal charges, or other judicial matters by the individual or others (SC Family Court, General Sessions or Federal Court)