

Conflict-Free Case Management

To stay updated with information, please visit : <http://dhs.sd.gov/dd/cfcm/>

IMPORTANT MESSAGE FOR SELF-ADVOCATES AND FAMILIES!

Conflict-Free Case Manager will:

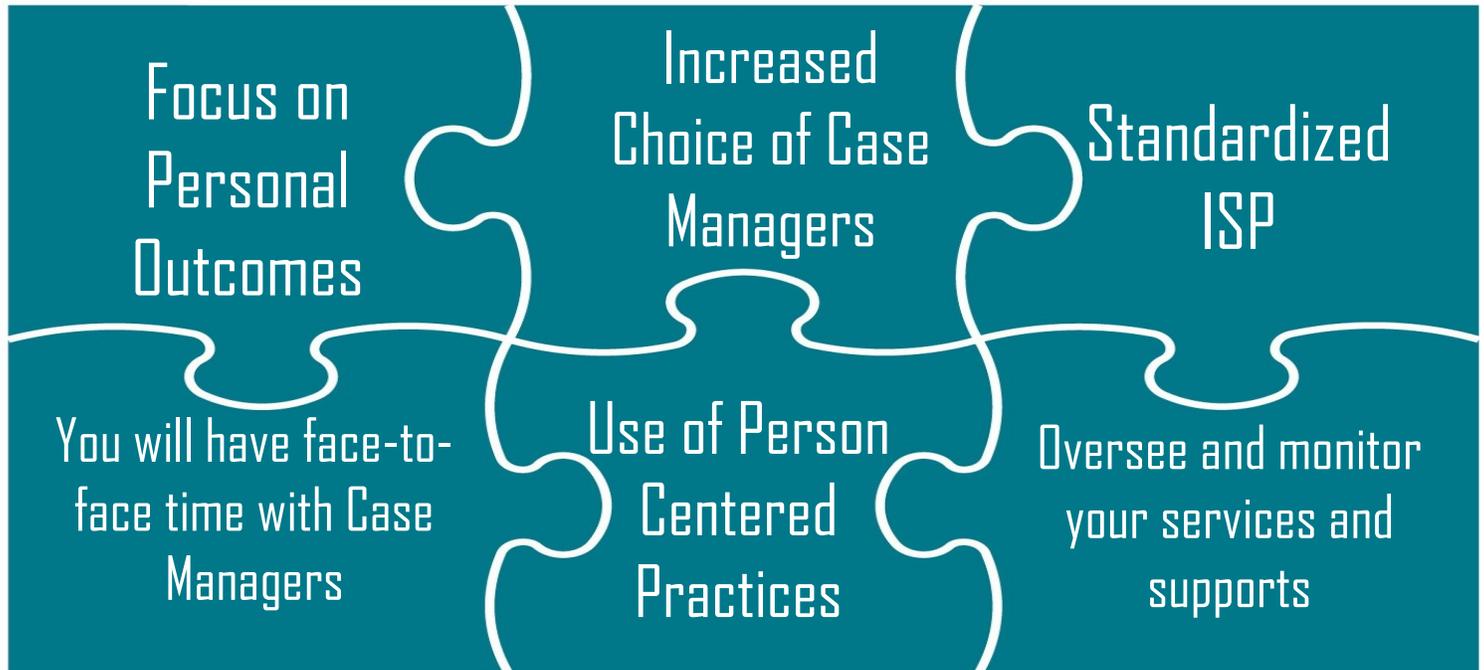
- Help you develop an ISP
- Use a standard ISP format
- Monitor your plan
- Use Person Centered Practices

Your direct supports – such as residential, vocational, nursing, and employment – will still be provided by the Community Support Provider from which you receive services.

You will still have a case manager, and we want the transition to be as smooth as possible during this change.



Components of Optimal Conflict-Free Case Management System:



Timeline of Conflict-Free Case Management Initiative:

December 2015:
 Conflict-Free Case Management provider enrollment begins.

Providers will be required to support an entire region of the state: West, Central, Northeast and Southeast.

June 2016:
 Transition to Conflict-Free Case Management projected to begin.

Frequently Asked Questions

Conflict-Free Case Management



For more information please visit the website : <http://dhs.sd.gov/dd/cfc/>

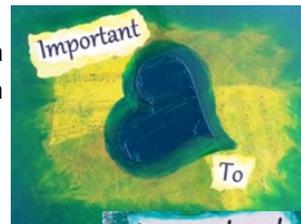
How do I find out more information?

Please visit <http://dhs.sd.gov/dd/cfc/> where we will post regular information on this transition. We also invite you to participate in Community Conversations which will be held in February. More information to come.

How will the conflict-free case manager communicate with me?



As case managers do now, you will have formal quarterly contact with the case managers but you can contact your case manager at any time. Case Managers will also be in regular contact with direct support organizations while monitoring your plan. You will hear more about choosing a case manager in coming months.



Artwork by Valorie Ahrendt.

Will there be enough providers to meet the needs of the state?

Soon we will know how many providers of case management there will be. You will be able to choose a case manager from enrolled providers in your region. The case manager must not work for the same organization which provides your direct supports.

How much contact will I have with my case manager?

You will see him or her on a face to face basis at least quarterly during observations of services and supports. You can contact them as often as appropriate. You will still have the same contact with direct support staff as your ISP plan states.

What is a standardized ISP?

A standardized ISP will use the same format for all participants so that there is consistency. All Providers will use the same standardized ISP format to enhance quality.



How will I choose my provider?

There will be a window of time for you to choose your case management provider from those qualified providers in your region. This provider cannot be the same one where you receive your direct supports from (residential, vocational, nursing, etc.) If you don't choose a provider one will be assigned to you. You can change providers if you wish to do so as you have this right of choice.

When will this change take place?

Enrollment for qualified providers began in December 2015. The list of providers that have met all qualifications will be shared starting April 1, 2016. Look for more information to be sent to you about this.



Why is this change happening?

You will have greater choice in selecting your case manager. Your case manager will be conflict-free meaning she or he will not work for the same organization you receive your direct supports from. Your case manager can more effectively advocate for services and supports. The Federal Government, Centers for Medicare and Medicaid Services, requires the change to Conflict-Free Case Management.

CHOICES is a Medicaid Waiver program which delivers HCBS for individuals with intellectual and developmental disabilities.

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