

Illinois — Administrative Case Management

Illinois' Family Case Management program is a statewide effort designed to connect at-risk families that include a pregnant woman, an infant, or a child with special health care needs to medical and social services that promote healthy pregnancies and infant development. Since 1994, home visiting services have been offered as a component of Family Case Management. Housed within the Illinois Department of Human Services (DHS) Bureau of Maternal and Infant Health (the state's Title V agency), the Family Case Management program represents the largest home visiting effort in the state, serving approximately 312,389 pregnant women and children in FY 2010.³⁴ In addition to Family Case Management, DHS administers three federally recognized, evidence-based home visiting program models throughout Illinois: Healthy Families America, Nurse-Family Partnership, and Parents as Teachers.³⁵ However, Family Case Management has significantly wider geographic and population reach than these programs and is therefore the focus of this case study.

Across the state, DHS administers Family Case Management funds to 115 local service providers, including health departments, federally qualified health centers, and other community-based

organizations, to serve as contracted Family Case Management agencies. Integral to this local agency infrastructure are DHS-contracted case managers working within local agencies that are responsible for connecting eligible families with various supports. The Illinois Maternal and Child Health Services Code defines and regulates all Family Case Management program activities. The Code classifies case management activities as including, but not limited to:

- Assessment of needed health and social services,
- Development of individual care plans,
- Referral of individuals to appropriate community providers,
- Ongoing follow-up with program participants or service providers to ensure accessed services, and
- Periodic reassessment of participants' needs.³⁶

Within Family Case Management, home visiting services are considered to be an activity of program case management. If case managers refer mothers to receive this service, they may choose to participate in a minimum of one prenatal home visit and one home visit during the first year of a child's life. For infants and children whose mothers are identified as being at high risk for poor pregnancy outcomes,

families may be referred to receive targeted intensive prenatal case management, which provides one monthly home visit and one additional face-to-face visit each month with a registered nurse or social worker. Families can remain in this intensive program for up to six weeks during their prenatal period, at which time they are gradually transitioned back to the regular Family Case Management home visiting service activities.

Case managers must be either a registered professional nurse, a clinical social worker or a licensed social worker, or must possess a master's or baccalaureate degree in a health-related field, if supervised by a registered nurse. The program also utilizes paraprofessionals and lay workers as supervised case manager assistants to help facilitate participant intake, follow-up, and outreach activities.³⁷

Medicaid and Family Case Management Home Visiting

In order to qualify for Family Case Management services, pregnant women or new mothers must have incomes at or below 200 percent of the federal poverty level.³⁸ During intake assessments, case managers are required to note each family's Medicaid eligibility and enrollment status.³⁹ If a home visiting recipient is enrolled in Medicaid managed care, the managed care organization must notify the

enrollee's primary care provider that she is receiving Family Case Management in an effort to avoid duplication of services.

Home visiting services rendered by DHS-qualified agencies are eligible to be reimbursed by Medicaid. DHS is able to claim a 50 percent federal match rate for outreach and case management activities "for coordination of medical and medically-related services for the health and well-being of the participant." Local Family Case Management providers are able to submit Medicaid administrative case management (ACM) claims to finance home visiting activities. When a case manager refers mothers or children for specific medical services, Medicaid-enrolled providers bill those services through fee-for-service (FFS). Programmatic expenses not reimbursable by Medicaid are covered using state general funds.

In order to bill for ACM, Family Case Management case managers are required to report information regarding the time, activity, and participant information of each home visiting encounter. At a minimum, activity categories must be identified as case management, outreach, administration of outreach and case management, or a description of other direct services provided. The Family Case Management program does not distinguish

between place of service for billing purposes, which allows case managers to use the same billing codes for services delivered in a participant's home as they would in a clinical setting. However, if a provider agency is a local health department, they are permitted to provide direct services (such as screenings and vaccines) in a client's home with a signed standing order from a physician. In this case, the agency will be reimbursed on an FFS basis, and they are still able to claim the Medicaid administrative match for non-direct services provided in the home.

Lessons Learned

Illinois' choice to finance Family Case Management home visiting services through Medicaid ACM has enabled the state to efficiently provide case management services through local health departments and other entities that have historically had the capability to provide these services. However, state budget shortfalls have affected the workforce capacity within local health departments and community health centers as well as their ability to support Family Case Management activities.

For references, please visit www.pewstates.org/homevisiting.

