

MCO Transition Service Plan Policy

Class Members who are proceeding to transition after completion of an Assessment are required to have an established Service Plan that details how the MCO will meet the Class Member's needs and preferences. Service Plans must be developed using the Community Transition Initiative Service Plan tool. The CTI Program requires review of the Class Member's Service Plan by the University of Illinois at Chicago College of Nursing (UIC CON) for quality on identified Service Plans.

The purpose of the Service Plan quality review is to ensure that Class Members have a person-centered Service Plan that addresses high-risk components and supports their community integration.

DEFINITIONS

Class Member: A Medicaid-eligible individual who is 18 years of age or older and who meets one of the following definitions:

- Is a person with disabilities and resides in a skilled nursing facility in Cook County, Illinois, or who has been transitioned into community-based housing under the Consent Decree implementation (Colbert); or
- Is a person with a diagnosis of serious mental illness and resides in a Specialized Mental Health Rehabilitation Facility (SMHRF) in Illinois or has been transitioned into community-based housing under the Consent Decree implementation (Williams).

CTI Program Service Plan: The HFS-approved tool used to document the services and supports required to ensure a Class Member's safe transition, as well as the plan for implementing those services and supports in line with the Class Member's goals and preferences.

Service Plan Proficiency: UIC CON reviews initial and final Service Plans and provide a proficiency standard as set by HFS/UIC.

- **Proficient Service Plans meet standards outlined in this procedure.**
- **Not Proficient Service Plans do not meet standards as outlined in this procedure.**

Managed Care Organization (MCO): to provide Community Transition Initiative Program services to Class Members.

PROCEDURES

The MCO must complete the CTI Service Plan tool and UIC CON will review the initial and final Service Plan prior to transition.

UIC CON quality reviewers may request additional information if necessary.

- The MCO must attach their HFS-approved Agency Assessment along with the following:**
 - Face sheet or physician order sheet
 - Current medication list (within 60 days) of assessment

- iii. Updated laboratory values and any other diagnostic tests (within 6 months) of assessment
- iv. Progress notes from the facility
- v. Case notes from MCO Agency (if applicable)
- vi. Medical reports (hospitalizations/ER visits/provider visits) within 1 year of assessment (if applicable)
- vii. Assessment needs to identify all the specific community-based services and supports including housing, housing assistance (bridge subsidy), housing accessibility adaptation needs, and transition assistance funds that the Class Member would need to transition to the community. This information is shared with the Class Member.

b. The Service Plan will be deemed proficient as evidenced by:

- i. All required assessment documentation is received.
- ii. All required domains are completed within the Assessment and Service Plan.
- iii. Application of critical thinking connecting high-risk components and the beginning stages of complex care management.
- iv. The Service Plan will be developed with the involvement of the Class Member and Guardian if applicable or any person chosen by the Class Member to be involved.
- v. The Service Plan will be based on the needs, strengths, and preferences of the Class Member.

c. Identification of high-risk needs as it relates to (if applicable):

- i. Cognition and mental status
- ii. Insight/self-management skills
- iii. Complex treatments
- iv. Lack of adherence
- v. Medication management
- vi. Functional status
- vii. Uncontrolled/poorly controlled symptoms
- viii. Risk of harm
- ix. Substance use or lack of sobriety during previous community living
- x. Utilization patterns

d. Identification and incorporation of person-based components including Class Member strengths, preferences, vision, and goals.

- e. Evidence that the Service Plan incorporated input from the Class Member, facility staff and/or providers, guardian and/or family, or others as requested by the Class Member.
- f. Demonstration of shared, defined and identified specific accountability partners (Class Member, Care Manager, MCO team based on defined roles, identified providers, community support systems, etc.).
- g. Class Member needs/risks are addressed across domains including physical health, mental health, substance use, medication, functional status, housing, and community integration.
- h. The Service Plan addresses psychosocial status and community engagement including the specific services, supports, education, housing, and employment needs based on the member's needs and preferences.
- i. The Service Plan includes a transition timeline.

- a. **The Service Plan will be deemed not proficient as evidenced by:**
 - i. The Assessment is not completed in full.
 - ii. The Assessment and required supporting documents were not sent to UIC CON.
 - iii. The Service Plan is not completed in full.
- b. **High-risk components are not identified, or multiple smaller risks are not identified, leading to potential risks for the Class Member.**
 - ii. Person-centered components are not identified or incorporated.
 - iii. Accountability is not shared across appropriate partners.
 - iv. Psychosocial status and community engagement needs are not identified.

The Transition Service Plan Review will be indicated as “proficient” or “not proficient” within 10 days of the Service Plan being received by UIC CON and additional information may be requested by UIC CON. A summary of findings and recommendations for improvement will be documented and returned to the MCO within 10 business days.

Any Service Plan deemed as “not proficient” must be updated by the MCO within 5 business days of the not proficient outcome.

The MCO should follow the UIC CON standardized recommendations indicated on the plan review when making their modifications to their Service Plan. The MCO should submit the final Service Plan for review within 5 business days to obtain UIC CON approval of the plan prior to transition.