

TABLE OF CONTENTS

TABLE OF CHARTS

100 - INTRODUCTION TO THE CARE COORDINATION MANUAL

100 - INTRODUCTION TO THE CARE COORDINATION MANUAL	100-2
--	-------

200 - THE CCSP

200 - THE CCSP	200-2
210 - 1981 FEDERAL OMNIBUS BUDGET RECONCILIATION ACT	200-5
220 - WAIVERED SERVICES	200-7
230 - 1982 GEORGIA COMMUNITY CARE AND SERVICES FOR THE ELDERLY ACT	200-9

300 - ADMINISTRATIVE ORGANIZATION

300 - ADMINISTRATIVE ORGANIZATION	300-2
310 - DEPARTMENT OF HUMAN RESOURCES	300-3
312 - DIVISION OF AGING SERVICES, COMMUNITY CARE SERVICES PROGRAM SECTION	300-5
314 - DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND ADDICTIVE DISEASES	300-6
316 - DIVISION OF FAMILY AND CHILDREN SERVICES	300-7
320 - DEPARTMENT OF COMMUNITY HEALTH	300-8
322 - SERVICE PROVIDERS	300-10
330 - PHYSICIANS	300-12
340 - AREA AGENCIES ON AGING	300-13
342 - LEAD AGENCY PROGRAMMATIC REPORT	300-16
344 - NETWORK MEETINGS	300-18
346 - ADVOCACY	300-20

400 - CCSP PROCESS

400 - CCSP PROCESS	400-2
--------------------------	-------

500 - ELIGIBILITY CRITERIA

500 - ELIGIBILITY CRITERIA	500-2
510 - CCSP MEDICAID ELIGIBILITY	500-6

600 - CARE COORDINATION

600 - CARE COORDINATION	600-2
610 - TELEPHONE SCREENING	600-5

612 - WAITING LIST	600-9
620 - INITIAL ASSESSMENT.....	600-11
622 - COMPREHENSIVE CARE PLAN.....	600-19
624 - ASSESSMENT COST LIMIT GUIDELINES.....	600-22
626 - CLIENT CHOICE OF CCSP PROVIDER.....	600-24
628 - LEVEL OF CARE.....	600-25
630 - TRIAGE.....	600-27
640 - CONFIDENTIALITY.....	600-30
650 - CLIENT PROTECTION ASSURANCE.....	600-32
660 - DOCUMENTATION.....	600-34
670 - HELP AND DEADLINES.....	600-37
672 - STANDARDS OF PROMPTNESS.....	600-38

700 - CARE MANAGEMENT

710 - BROKERING SERVICES	700-2
712 - BROKERING SERVICES FOR MAO/PMAO CLIENTS.....	700-7
714 - BROKERING EMERGENCY ADMISSIONS.....	700-10
716 - AUTHORIZING BROKERED SERVICES.....	700-11
720 - DISCHARGE PLANNING.....	700-14
730 - COMPREHENSIVE CARE PLAN REVIEW.....	700-17
740 - FOLLOW-UP ACTIVITY.....	700-21
742 - SERVICE SPECIFIC FOLLOW-UP ACTIVITIES.....	700-25
744 - COST SHARE (CLIENT LIABILITY).....	700-29
750 - CARE COORDINATION SUPERVISION.....	700-32
760 - CARE COORDINATION MONITORING.....	700-33

800 - REASSESSMENT

800 - REASSESSMENT.....	800-2
-------------------------	-------

900 -ONGOING ACTIVITIES

900 - ONGOING ACTIVITIES.....	900-2
910 - ADDRESS CHANGES	900-3
912 - TRANSFERS.....	900-6
920 - CARE COORDINATION CONFERENCES.....	900-9
930 - INTERRUPTIONS IN SERVICES.....	900-11
940 - MEDICARE HOME HEALTH AND CCSP.....	900-15
950 - PROVIDER REQUESTS CHANGE IN SERVICE UNITS.....	900-17
960 - SAF CHANGES.....	900-19
962 - BILLING EDITS.....	900-22
964 - PRIOR AUTHORIZATION/ PREPAYMENT REVIEW.....	900-25
966 - THIRD PARTY REIMBURSEMENTS.....	900-30
970 - TERMINATIONS.....	900-31

1000 - CCSP APPEALS

1000 - CCSP APPEALS	1000-2
1002 - LEGAL ASSISTANCE.....	1000-8
1010 - INITIAL ASSESSMENT APPEAL	1000-9
1020 - LEVEL OF CARE APPEAL PROCEDURES.....	1000-10
1030 - OUTCOME OF INITIAL HEARINGS.....	1000-12
1040 - FINAL APPEALS.....	1000-13
1050 - UTILIZATION REVIEW PROCESS.....	1000-15
1060 - WITHDRAWAL OF HEARING REQUEST BY CLIENT.....	1000-17
1070 - TIME LIMITS.....	1000-19

1100 - CCSP AGING INFORMATION MANAGEMENT SYSTEM (AIMS)

1100 - CCSP AGING INFORMATION MANAGEMENT SYSTEM (AIMS)	1100-2
1110 - CLIENT REGISTRATION.....	1100-4
1120 - SERVICE AUTHORIZATION.....	1100-6

GLOSSARY

GLOSSARY	1
----------------	---

ABBREVIATIONS/ ACRONYMS

ABBREVIATIONS/ ACRONYMS.....	1
------------------------------	---

APPENDIX 100 - FORMS AND INSTRUCTIONS

110 - INTRODUCTION	100-3
120 - FORMS REPRODUCTION.....	100-4
130 - LIST OF FORMS BY NAME AND FORM NUMBER	
AUTHORIZATION FOR RELEASE OF INFORMATION, FORM 5459	100-5
AUTHORIZATION FOR RELEASE OF INFORMATION & INFORMED	
CONSENT	100-7
CARE COORDINATOR-S PRIOR AUTHORIZATION REQUEST	
TRANSMITTAL (CCT).....	100-9
CASE NOTES.....	100-12
CLIENT REFERRAL FORM.....	100-14
CLIENT REFERRAL FORM - HOME DELIVERED MEALS.....	100-17
CLIENT REGISTRATION REPORT FOR AIMS.....	100-19
CLIENT RIGHTS AND RESPONSIBILITIES.....	100-23
CLIENT TRANSFER FORM.....	100-26
COMMUNITY CARE COMMUNICATOR (CCC), FORM 5590.....	100-28
COMMUNITY CARE LEAD AGENCY PROGRAMMATIC	
REPORT (M-CCSP).....	100-31
COMMUNITY CARE NOTIFICATION FORM (CCNF), FORM 6500.....	100-46
COMMUNITY CARE SERVICES PROGRAM PARTICIPATION,	
FORM 5389	100-49
COMPREHENSIVE CARE PLAN (CCP).....	100-51

COMPREHENSIVE CARE PLAN REVIEW GUIDE	100-55
INITIAL HEARING SUMMARY	100-60
INITIAL SERVICE AUTHORIZATION DATA ENTRY FORM.....	100-64
LEVEL OF CARE	100-67
LEVEL OF CARE DENIAL LETTERS	100-72
LEVEL OF CARE TERMINATION LETTERS	100-79
MINIMUM DATA SET- HOME CARE (MDS-HC)	100-87
NOTICE OF DENIAL, TERMINATION OR REDUCTION IN SERVICE, FORM 5382.....	100-102
NOTICE OF RIGHT TO APPEAL DECISIONS REGARDING CCSP, FORM 5381.....	100-104
NOTICE OF STATUS OF REQUEST FOR SERVICES FROM THE CCSP.....	100-142
NUTRITIONAL SCREENING INITIATIVE (NSI) CHECKLIST.....	100-106
POTENTIAL CCSP MEDICAID MAO FINANCIAL WORKSHEET.....	100-109
PRIOR APPROVAL DRUG (S) REQUEST FORM, DMA-614.....	100-112
PRIOR AUTHORIZATION REQUEST, DMA-80.....	100-114
PROVIDER ROTATION LOG.....	100-118
REQUEST FOR HEARING, FORM 5383.....	100-120
SERVICE AUTHORIZATION FORM (SAF).....	100-122
TELEPHONE SCREENING (TS).....	100-126
WAITING LIST QUARTERLY STATUS REPORT.....	100-139

APPENDIX 300, JOB DESCRIPTIONS

310 - LEAD CARE COORDINATOR.....	300-2
320 - CARE COORDINATION REGISTERED NURSE	300-4
330 - CARE COORDINATION SOCIAL SERVICES WORKER	300-7
340 - CCSP SCREENING SPECIALIST.....	300-11

APPENDIX 500, LEVEL OF CARE CRITERIA

510 - INTERMEDIATE LEVEL OF CARE CRITERIA.....	500-2
--	-------

APPENDIX 700, MEDICAID CLASSES OF ASSISTANCE

700 - MEDICAID CLASSES OF ASSISTANCE.....	700-2
---	-------

APPENDIX 900, PROCEDURE CODES/ REIMBURSEMENT RATES

900 - PROCEDURE CODES/ REIMBURSEMENT RATES	900-2
--	-------

APPENDIX 1100, MHDDAD REGIONAL BOARDS/ COMMUNITY SERVICE BOARDS

1100 - MHDDAD REGIONAL BOARDS/ COMMUNITY SERVICE BOARDS.....	1100-2
---	--------

APPENDIX 1300, THE CCSP

1300 - THE CCSP	1300-2
-----------------------	--------

TABLE OF CHARTS

Chart 230.1, Major Concepts of 1982 Act.....	200-10
Chart 400.1 - CCSP Process	400-2

Chart 520.1 - CCSP Medicaid Eligibility Requirements.....	500-7
Chart 610.1 - Telephone Screening Contact Procedures	600-7
Chart 610.2 – Applicants with Incomes Below SSI Limit	600-7
Chart 612.1 - Waiting List Procedures	600-9
Chart 620.1 - Assessment Procedures for MAO and PMAO Applicants.....	600-14
Chart 620.2 - Assessment Procedures for Emergency Cases.....	600-17
Chart 624.1 - Cost Limit Guideline Procedures.....	600-22
Chart 628.1 - Level of Care Special Considerations.....	600-25
Chart 670.1 - Whom to Ask for Help.....	600-37
Chart 672.1 - Standard of Promptness for Care Coordination.....	600-38
Chart 710.1 - Provider Selection.....	700-3
Chart 710.2 - Changes in Service Status for Active Clients.....	700-6
Chart 712.1 - Brokering MAO/PMAO Clients.....	700-7
Chart 716.1 - Responding to Initial CCNFs.....	700-11
Chart 716.2 - Authorizing Home Health.....	700-12
Chart 742.1 - Follow-up Activities Related to Specific Services.....	700-25
Chart 800.1 - Reassessment Procedures	800-7
Chart 800.2 – Activities when Client no Longer Meets LOC at Reassessment	800-10
Chart 910.1 - Address Changes	900-3
Chart 930.1 - Interruptions in Service.....	900-12
Chart 940.1 - Medicare Status Changes.....	900-16
Chart 950.1 - Provider Requests for Change in Service Units.....	900-17
Chart 960.1 - Override Procedures.....	900-20
Chart 962.1 - Billing Deadlines.....	900-23
Chart 964.1 - Procedures for Prior Approval & Prepayment Review Requests.....	900-25

Chart 970.1 - Termination Procedures.....	900-32
Chart 1000.1 - PMAO/MAO Clients' Appeal Requests.....	1000-6
Chart 1000.2 - Changes while Hearing is Pending.....	1000-6
Chart 1010.1 - Appealing an Initial Assessment.....	1000-9
Chart 1020.1 - LOC Denials and Terminations.....	1000-10
Chart 1030.1 - Adverse Action Upheld on Initial Appeal.....	1000-12
Chart 1040.1 - Final Appeal Procedures.....	1000-13
Chart 1060.1 - Withdrawal of Hearing Request.....	1000-17
Chart 1070.1 - Standard of Promptness for Hearings.....	1000-19
Chart 1110.1 - Registering Clients Without Social Security Numbers.....	1100-5