

Appendix M

Recommended Content for First Case Management Visit

- It is up to the case manager to ask the pertinent questions that are needed to facilitate linkage to care post-release.
- Case managers are welcome to ask about a member's care, care needs, and health behaviors pre-incarceration, during incarceration, and plans post-release.
- Case managers are encouraged to obtain consent or authorization from member to contact emergency contact or other designee post-release to locate member.
- Case managers are encouraged to ask member about anything that may impact their release date, including earning good time credit for competing classes, recent loss of good time, awaiting approval of address, recalculation of time served or jail credits.

Please review with or ask the member the following:

1. The member's history with Medicaid, if any
2. The member's understanding of the Medicaid program (general) and the plan they chose (specific)
3. A high-level summary of the core benefits and value-added services provided by the health plan, including other resources such as:
 - Signing up for a cell phone
 - Assistance with SNAP enrollment
 - Assistance with transportation
 - Assistance with housing placement
 - Assistance with resume writing, job applications
4. The purpose of case management and the role of the case manager.
5. The role and responsibilities of the member in the case management experience.
6. The member's history of care and care seeking behaviors or tendencies, including providers/clinics and medication history, prior to incarceration and during incarceration.
 - How and where a member typically received care prior to incarceration.
 - When and where a member received a particular diagnosis, or how/where a member typically received care (e.g., Charity system, parish health unit).
 - If member has a history of care prior to incarceration, determine if member intends to seek care post-release with the same provider/clinic, or if the member is relocating to a new area in the state and will be new to care/provider/clinic.
 - Discuss how member feels about starting over with a new doctor, new clinic.

- Discuss member's experience and feelings about the healthcare system (i.e., have they had a positive experience? Or were they subject to stigma?).
 - Female members should be asked about obstetrical and gynecological history including completion of HPV vaccine series, acceptance or declination of annual Pap smears, desire to initiate contraceptives (including LARCs) post-release.
 - PrEP should be discussed with persons who are HIV-positive and who plan to return to spouse or partner.
7. Review family dynamics and family support
- If member mentions children, inquire as to who is caring for children and member's plans for reunification.
 - If member indicates that family will provide support for housing, transportation, etc., confirm the family member's ability to do so and for how long.
 - Confirm member has a driver's license (DOC should release member with a state ID, but it may not be a driver's license if the license expired while incarcerated) and permission to use a family member's vehicle.
8. Instructions of how to refill medications or obtain any other covered services