I. **PURPOSE**

To provide the United Healthcare Community & State (UHC C&S) LA Health Plan Case Management teams with a consistent and effective policy and procedure to deliver case management interventions to members being released from the Louisiana Department of Corrections (DOC) integrating back into their respective communities.

II. **SCOPE/POLICY**

Case Management (CM) aims to identify pre-release, the needs of individual members needing and/or receiving services upon release from the DOC custody, assess treatment options and opportunities to coordinate care, design treatment programs to improve quality and efficacy of care, control costs, and manage care to ensure optimal outcomes. Case Management seeks to link persons to care upon release from prison and to ensure members stay engaged in care until their health condition(s) are stable and the member can effectively manage their health condition(s) independently. The model focuses on delivering integrated care, which simplifies the member experience and promotes wellness with the following goals:

- Improved access to services – physical, behavioral, social, and environmental
- Improved coordination of care through assignment of dedicated staff to facilitate access to care and community resources to meet unique needs.
- An improved system of care that engages with community and provider networks to assure access to affordable care and the appropriate utilization of services.
- Improved health outcomes demonstrated by improved access to preventive care and compliance with evidence-based guidelines.
- Empowerment of the individual member to become successful in managing their chronic disease or condition and care transitions.

Members must meet the conditions for provisions of DOC CM as follows:

- **Medicaid Eligibility**
  
The person must be categorically eligible Medicaid recipient and have been specifically identified by the Louisiana Department of Health (LDH) program criteria.

- **Program Criteria and Documentation Requirements**
  
  A DOC CM Program eligible member must meet the specific criteria listed in and submit
III. DEFINITIONS

50/550 Member - Adult New Group aid category and type case; all offenders not designated high-need by DOC.

51/550 Member - Justice-involved high-need aid category and type case as determined by DOC and eligible for pre-release case management. (Phase 1 facility only)

Department of Corrections (DOC) - As defined by LDH, consists of nine (9) state facilities and 104 local jails throughout the State of Louisiana.

DOC High-Need Member(s) - Members who are defined by LDH based on the following criteria:

- Eligibility for participation in the pre-release case management program is determined by DOC based on a set of high-risk health criteria, including specific “high-need” Diagnoses/ICD-10 codes. Refer to Justice-Involved Pre-Release Enrollment Program Appendix J: Justice-Involved Pre-Release Enrollment Program | La Dept. of Health.

- **Serious Mental Illness (SMI)**: Is defined as a confirmed diagnosis of at least one (1) of the following: Major Depressive Disorder (MDD), Schizophrenia, Schizoaffective Disorder, Bipolar Disorder, Psychotic Disorder, Severe Anxiety Disorder, and Severe Personality Disorder. All Mental Health Level of Care 1, 2, and 3 will require case management.

- **Level of Care 1**: Offenders who have a significant disability primarily due to their mental health condition. These offenders are housed in the special mental health housing units with a 24-hour medical and/or mental health presence.

- **Level of Care 2**: Assigned to offenders with a diagnosis of SMI AND who have been in remission for less than six months or have displayed a pattern of instability and may not have ability to follow directions or dysfunctional due to mental health illness.

- **Level of Care 3**: Assigned to offenders with SMI and who have been in remission or have been stable for at least six months.

- **Level of Care 4**: May be referred for case management at the discretion of the Mental Health Level of Care 4.
Health Director based on the individual needs of the offender. Level of Care 4 assigned to offenders with any Axis I diagnosis excluding SMI and excluding addiction disorder diagnosis or those requiring mental health interventions within the last year.

- **Co-occurring Substance Use Disorder**: In combination with a medical condition or SMI, use of alcohol or other drugs to the point of impairment (is a condition in which the use of one or more substances lead to a clinically significant impairment or distress). Moderate or severe (using severity scales) who require ongoing treatment.

- **HIV**: Regardless of whether receiving discharge planning from the Office of Public Health

- **Pregnancy**

- **Multiple medical issues**: Must be individualized for each offender releasing. Any offender who will require a higher level of care. Poorly controlled chronic disease such as hypertension, asthma, diabetics needing testing supplies, and/or insulin injections.

- **Disability as defined by SSA**:
  - Any disability that will impact ambulation
  - Any chronic medical condition that impairs the ability to perform activities of daily living without any assistance
  - Hearing or visually impaired

Refer to United Healthcare Community and State (UHCCS) Standard definitions

**IV-III. ATTACHMENTS**
All documents related to this program are housed on the Medicaid website and on the UHC C&S LA Health Plan Medical Service SharePoint site.

**V-IV. RELATED JOB AID:**
Job Aid 11.1.1 DOC Document Management
Job Aid 11.1.2 DOC CM DES
Job Aid 11.1.3 DOC CM Process

**VI.REFERENCES:**
Justice-Involved Pre-release Enrollment Program Manual
Appendix A DOC Facility Contacts
Appendix B DOC in out process map
Appendix C lock in file
Appendix E Health Plan Chart
DEPARTMENT: Case Management

LOCAL HEALTH PLAN: Louisiana
LINE OF BUSINESS: Medicaid

TITLE: Department of Corrections Case Management Program
NUMBER: LA 011.1

EFFECTIVE DATE: 01/01/2017

REVIEWED: 08/24/2022, 08/30/2023

AUTHORIZED BY: CMO Louisiana
Chief Medical Officer C&S LA Health Plan
Director of Clinical Services C&S LA Health Plan

Appendix H DOC Enrollment Supplement Signature Form
Appendix I DOC Opt-Out Medicaid Form
Appendix J High-need criteria effective 7/1/23
Appendix K Medical transfer summary Opt-Out Case Management Form
Appendix L Recommended content 1st CM visit Guidance on Scheduling Pre-Release Case Management Visits
Appendix M Release Follow Up Form Recommended Content for First Case Management Visit
Appendix O CM Rubric 02-06-2019 Transfer of Care Release Follow Up Form
Appendix P Case Management Observation Form
Appendix Q Change of Address Form
Data dictionary for 51_550 access database

VII. VI. APPROVED BY: [FLR7][FLR8][AJ9]:

Julie Morial, MD Glenda Johnson, MD
Chief Medical Officer Director
Louisiana Community and State

LaMonica Johnson, DNP, MHA, RN
Interim Director of Clinical Services
Louisiana Community and State
### REVIEW HISTORY:

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>Key update from Previous Version</th>
<th>Reason for Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/25/2018</td>
<td>Removed specific data related to processing the work and created Job Aid 11.1.1.</td>
<td>Changes to the State’s DOC manual and realignment with Optum’s DOC SOW.</td>
</tr>
<tr>
<td>09/05/2018</td>
<td>Added Job Aid information. New HSD information as not completed prior to previous HSD leave.</td>
<td></td>
</tr>
<tr>
<td>3/4/2019</td>
<td>Updating specific data related to processing the work</td>
<td>Changes to the State’s DOC manual and realignment with UHC Health Plan’s DOC program.</td>
</tr>
<tr>
<td>6/13/2019</td>
<td>Annual Review</td>
<td>Annual Review</td>
</tr>
<tr>
<td>1/28/2022</td>
<td>Annual Review. Updated Goal of Case Management to include expanded scope of CM definition in LDH’s new DOC Manual (still in Draft form).</td>
<td>Annual Review.</td>
</tr>
<tr>
<td>08/24/2022</td>
<td>Review for new contract Readiness; no changes.</td>
<td>Review for new contract Readiness; no changes.</td>
</tr>
<tr>
<td>08/30/2023</td>
<td>Annual Review: Removed “Phase 1 facility only” from S1/550 definition. Minor correction to Job Aid names (“Management” was on wrong line). Appendixes updated as per LDH 8/16/2023 <a href="https://ldh.la.gov/page/2667">https://ldh.la.gov/page/2667</a>.</td>
<td>Annual Review [FLR10].</td>
</tr>
</tbody>
</table>