 United Healthcare Community Plan	DEPARTMENT: Case Management
LOCAL HEALTH PLAN: Louisiana	LINE OF BUSINESS: Medicaid
TITLE: Department of Corrections Case Management Program	NUMBER: LA 011.1
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I. **PURPOSE**^[FLR1]

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

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documentation as required by the following Louisiana Department of Health (LDH) program^[FLR2] manual³:

<https://ldh.la.gov/index.cfm/page/2667>

[UHC LA Case Management tailors their outreach activities per the Justice-Involved Pre-Release Enrollment Program Manual above.](#)

~~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^[FLR3])~~

~~Department of Corrections (DOC) – As defined by LDH, consists of nine (9) state facilities and 104 local^[FLR4] 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^{\[FLR5\]}](#)~~

- ~~• **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~~

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~~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
~~Management~~ Job Aid 11.1.2 DOC CM DES
 Job Aid 11.1.3 DOC CM Process

VI.V. REFERENCES:

Justice-Involved Pre-release Enrollment Program Manual
[Appendix A DOC Facility Contacts](#)
[Appendix B DOC in out process map \(FLR6\)](#)
[Appendix C lock in file](#)
[Appendix E Health Plan Chart](#)

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[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 M Recommended content 1st-CM visit Guidance on Scheduling Pre-Release Case Management Visits](#)
[Appendix N 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 _____ Date
 Chief Medical ~~Officer~~ Director
 Louisiana Community and State

~~LaMonica Johnson, DNP, MHA, RN~~ _____ Date
~~Interim Director of Clinical Services~~
~~Louisiana Community and State~~

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~~VIII.~~ VII. REVIEW HISTORY:

Effective Date	Key update from Previous Version	Reason for Revision
04/25/2018	Removed specific data related to processing the work and created Job Aid 11.1.1.	Changes to the State's DOC manual and realignment with Optum's DOC SOW.
09/05/2018	Added Job Aid information. New HSD information as not completed prior to previous HSD leave.	
3/4/2019	Updating specific data related to processing the work	Changes to the State's DOC manual and realignment with UHC Health Plan's DOC program.
6/13/2019	Annual Review	Annual Review
02/04/2021	Annual Review. Updated Template formatting updated all hyperlinks, updated job aid information and updated reference to the latest DOC Manual (still in draft form). New logo added.	Annual Review. New version of DOC Manual available (Draft form). Health Plan rebranded.
1/28/2022	Annual Review. Updated Goal of Case Management to include expanded scope of CM definition in LDH's new DOC Manual (still in Draft form).	Annual Review.
08/24/2022	Review for new contract Readiness; no changes.	Review for new contract Readiness; no changes.
08/30/2023	Annual Review: Removed "Phase 1 facility only" from 51/550 definition. Minor correction to Job Aid names ("Management" was on wrong line). Appendixes updated as per LDH 8/16/2023 https://ldh.la.gov/page/2667 .	Annual Review [FLR10].