

Area Agency on Aging of Palm Beach/Treasure Coast, Inc.
2027/2028 SGR SPA Program Evaluation Instrument
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Item #	PROGRAM MODULE ITEM	RATING	COMMENTS
3	Case Management Functions		MAXIMUM POINT VALUE = 4
	The following procedures, practices and processes meet all state program guidelines and were provided in a clear, concise and thorough manner. a.) Case Management functions for consumer assessments and care plan development include actions steps; number of staff involved; consumer to case manager ratios and average timelines. Specifically address the timeline procedures from the ADRC pre-enrollment authorization date through service initiation. The timeline should correlate with the current applicable pre-enrollment guidelines and with processes that are streamlined to ensure consumers are promptly assessed and enrolled. b.) Includes information on the provision for overall coordination of the proposed method of informing consumers of all the programs and services accessible through the lead agency c.) Includes the procedures for reviewing ongoing eligibility for transfer of consumers from general revenue funded programs into the Statewide Medicaid Managed Care Long Term Care program. Explain your agency's process for reviewing general revenue funded clients for potential services in other DOEAF funded and non-funded programs, including steps staff will utilize when wait listing clients. Please note – The Lead Agency's process should include a mechanism for notifying the ADRC when an individual appears to be eligible for Statewide Medicaid Managed Care Long Term Care (SMMC LTC) services; however, it is the ADRC's responsibility to enroll the individual on the Assessed Prioritized Client List (i.e. APCL for LTCC) for Medicaid Waiver services (preferred method is a fax referral <u>an email</u> to Helpline Manager). d.) Describes how all other available alternative resources for consumer services will be explored, utilized and documented prior to using state general revenue funding to provide services. e.) Includes bidder's internal procedures for assessing and collecting co-payments. Identify any changes your agency plans to make to the internal procedures to improve the assessing, billing or collection of co-payments.		