

Medical Case Management Comparison: Maryland Medicaid Managed Care and Ryan White

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Medicaid Case Management is provided by the MCOs. The [MCO HIV/AIDS Case Management](#) is legislatively required to have certain benefits. These include linkage of care for mental health services; substance abuse services; medical services; social services; financial services; counseling services; educational services; housing services; and other required support services. MCOs are also required to include an initial and ongoing assessment of the enrollee's needs and personal support systems. This includes one face-to-face meeting during the initial assessment and documenting the enrollee's acceptance or declination of the face to face meeting. An enrollee that has previously refused case management may request case management at any time. It is to the discretion of the MCO whether or not to conduct case management telephonically or not. The case management must also include:

- Development of a comprehensive, individualized service plan;
- Coordination of the services required to implement the plan;
- Periodic reevaluation and adaptation of the plan as necessary over the life of the enrollee;
- Development of an outreach system for the enrollee and family by which the case manager and primary care provider track services received, clinical outcomes, and the need for additional follow-up; and
- Serving as an effective enrollee advocate to resolve differences between the enrollee and providers of care pertaining to the course or content of therapeutic interventions.

The [Ryan White Case Management System](#) includes many of these requirements. Some of the key activities include the following:

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care
- Continuous client monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every 6 months with adaptations as necessary
- Ongoing assessment of the client's and other key family members' needs and personal support systems
- Treatment adherence counseling to ensure readiness for and adherence to complex HIV treatments
- Client-specific advocacy and/or review of utilization of services

The Ryan White Medical Case Management has more specific requirements, such as required re-evaluation at least every 6 months, as opposed to the periodic reevaluation required by the MCO Case Management. Overall, the two systems of Medical Case Management are very similar and contain many of the same requirements.