

**Bureau of Managed Care
Managed Care Organizations
Policy / Procedures**

General HCBS Waiver Guidance

Division of Rehabilitation Services (DRS) Home Services Program (HSP) Managed Care Case Manager Contact Information

Health plans are responsible for electronically transmitting data to HSP WebCM that is pertinent to services authorized for customers of the HSP enrolled with their organization. Information transmitted shall include the name, email address, and telephone number for the MCO Care Coordinator responsible for oversight of the member's waiver services. Care Coordinator contact information shall be added to the Managed Care Summary Screen in WebCM.

HSP WebCM Contact Information

Managed Care organizations currently have two mechanisms for uploading required contact information:

- 1) MCOs can pass the care coordinator assignment via the weekly file transfers along with other data such as service plan hours, etc.
- 2) MCOs can manually add an "Alternate Contact" into WebCM for each case which will simultaneously update the Managed Care Summary Screen. In this case the contact information will remain active in the case file until a file transfer occurs or another manual entry of an MCO alternate contact information is made.
 - a. If guidance is needed for how to manually add an MCO alternate contact, please outreach DHS.HSPManagedCare@illinois.gov for assistance.

MCOs shall provide accurate contact information no later than 15 days following the date of notification of an HSP waiver assignment for one of their members.

MCOs shall update contact information no later than 15 days following the date when the care coordinator responsible for oversight of a waiver eligible member changes.

Home Services Staff will periodically report on the compliance with this reporting and a quarterly report will be provided to HFS Bureau of Managed Care.

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**Policy History
General Contract Monitoring**

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Staff Training

Policy Originator
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Policy Revisions

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