

## ABI Service Coordination Contract Overview

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Adult Brain Injury (ABI) Program, contracts with outside agencies to fulfill the obligations of the Service Coordination Contract.

A cooperative agreement exists with Missouri Department of Social Services (Medicaid agency) which allows for DHSS to receive federal funds for service coordination activities performed on behalf of ABI Program participants who are on MO HealthNet (MHN). Contract agencies are responsible for developing a tracking system and reporting monthly on the time and travel expenses related to these activities.

The purpose of the contract is to assist individuals (ages 21-65) and their families to identify and access necessary services and supports to increase health care options and level of independence. This is accomplished by supporting the following focus areas of Special Health Care Needs:

1. Families of individuals with special health care needs will partner in decision-making at all levels and will be satisfied with the services they receive.
2. Individuals with special health care needs will receive coordination ongoing comprehensive care within a medical home.
3. Families of individuals with special health care needs will have adequate private and/or public insurance to pay for service they need.
4. Individuals will be screened early and continuously for special health care needs.
5. Community-based systems will be organized so families can use them easily.
6. Youth with special health care needs will receive the services necessary to make transitions to all aspects of adult life, including healthcare, education and independence.

The contract agency, in accordance with the ABI Guidebook, is to ensure that the Service Coordinator assigned can implement the contract deliverables. Responsibilities specific to the Service Coordinator are:

1. Training and Continuing Education:
  - a) Complete initial ABI Program orientation and training within three (3) months of employment or new assignment of contract.
  - b) Maintain professional knowledge and expertise by:
    - ✓ Attending the Brain Injury Association of Missouri Annual Conference; and
    - ✓ Attending three quarterly meetings and participating in conference calls hosted by ABI Program Leadership.

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2. Coordination Services:
  - a) Respond to all referrals/intakes that are received from various sources.
  - b) Make contact with the individual/family and offer assistance in completing the application process for the ABI program.
  - c) Determine if the individual meets the program eligibility requirements for ABI program enrollment.
  - d) If the individual does not meet eligibility requirements for the ABI Program, refer the individual/family to appropriate programs or agencies.
  - e) Provide Service Coordination to participants, including coordination and management of service delivery:
    - ✓ Communicate with the participant/family to identify their needs and resources.
    - ✓ Complete a comprehensive assessment.
    - ✓ Develop a service plan and collaborate with service providers to facilitate achievement of outcomes identified in the plan.
    - ✓ Annually review the participant's eligibility status.
    - ✓ Provide referrals for the participant/family.
    - ✓ Prior authorize payment for selected services.
    - ✓ Assist the participant/family with transition activities.
    - ✓ Assist the participant/family with emergency planning.
  - f) Appropriately terminate the participant's enrollment.
3. Information Management:
  - a) Document contacts with or on behalf of the individuals/participants in the MOHSAIC information system within ten (10) calendar days of contact.
  - b) House and maintain legal records.
  - c) Provide ABI Program with legal records, upon request.
4. Complaint Management:
  - a) Maintain a complaint procedure policy.
  - b) Collaborate with ABI Program to resolve complaints involving program implementation received by either the Contractor or ABI Program.
5. Outreach:
  - a) Establish and/or maintain relationships with hospitals, health care professionals, local public health and other community agencies to develop consistent referral networks and improve participants' access to community services.
  - b) Perform outreach activities to increase public awareness of resources available to children with special health care needs all geographic areas of the contract.
  - c) Maintain relationships with current ABI Program providers and establish relationships with potential providers to ensure participants' access to services provided by the ABI Program.

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### 6. Monthly Contact Activity Report:

- a) Positive outcomes achieved through contract activities
- b) Outreach activities
- c) Training received
- d) Barriers and/or concerns related to contract activities
- e) Contacts

The report is reviewed and approved by the Contract Administrator, Service Coordinator Supervisor or Administrative Designee (someone other than acting Service Coordinator staff).

The Service Coordinator should also be aware that in addition to the Monthly Contract Activity Report, the Contractor is also responsible for the submission of the following:

- a) Emergency response activities, as requested
- b) Invoice (DH-38)
- c) Service Coordination Contract Cost Detail Report
- d) Written plan of coverage for any Service Coordinator leave extending beyond five consecutive business days.

All invoicing reports are due by close of business on the 15<sup>th</sup> calendar day following the reporting month.