

641—80.6(135) Case management. Case management is a process optimizing self-care capabilities of consumers and their families in gaining access to needed medical, social, and other services.

80.6(1) Case manager qualifications. Individuals performing case management shall meet one of the following criteria:

- a. Be a registered nurse licensed to practice in the state of Iowa.
- b. Possess a bachelor's degree in family and consumer science, education, social work or other health or human services field.
- c. Be a licensed practical nurse with a current Iowa license.
- d. Be a home care aide who has an equivalent of two years' experience and who is supervised by an individual who meets one of the criteria in paragraphs "a" to "c."

80.6(2) Case management services. Case management services shall be provided at the direction of the consumer and shall include:

- a. An initial assessment of the consumer's needs.
- b. Development and implementation of a service plan to meet the identified needs.
- c. A team composed of the consumer and the case manager and other entities, such as providers relevant to the consumer's service needs or family members, who may be included at the discretion of the consumer.
- d. Face-to-face meetings with the consumer, which shall be held at least quarterly.
- e. Coordination and monitoring of delivery of services. Case managers do not provide direct services. Case managers link the consumer to appropriate resources and natural supports.
- f. Evaluation of outcomes.
- g. Reassessment and revision of the consumer's service plan, which shall be completed as needed, but no less than annually.
- h. Advocacy on behalf of the consumer.
- i. Communication with the consumer and team members regarding the consumer's progress toward achieving the goals of the service plan.
- j. Documentation which supports and demonstrates (1) the consumer's use of the case management process, (2) contacts with the consumer and with providers the consumer is using for services, and (3) other relevant information related to the coordination and delivery of case management services.
- k. Monitoring of the consumer's health, safety and welfare.
- l. An assurance that the consumer has a choice of providers.

80.6(3) Consumer records. Consumer records for case management, at a minimum, shall include the following:

- a. An initial assessment;
- b. A service plan;
- c. Reassessment;
- d. An emergency plan;
- e. Documentation of the following:
 - (1) Consumer and family contacts;
 - (2) The coordination and monitoring of services;
 - (3) Activities related to delivery of services (i.e., interdisciplinary team meetings);
 - (4) The evaluation of outcomes.