



# Welcome

Tribal ALTCS Program  
1st Quarter Meeting 2019

Supervisor Overdue Review Responses

By: Soni Fisher, AHCCCS Tribal ALTCS CM Coordinator.

# Supervisor Overdue Review Responses



When providing responses to overdue reviews on the Weekly Projected Overdue Reports, Supervisors need to be specific as to *why* the review is overdue. Replying "CM completed review on xx/xx/xx date" is not sufficient.

- Member Specific Reasons are acceptable.
- Case Managers conducting reviews late is considered non-compliant, unless specific corroborating circumstances are noted.

# Supervisor Overdue Review Responses, Con't.

Questions Supervisors should ask their CMs:

- 1) Did the member ask for the review to be postponed due to conflicting appointments on the review due date? If so, make sure it's documented in the case file. *This is an acceptable Member Specific reason.*



Reaching across Arizona to provide comprehensive quality health care for those in need

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- 2) Was the review completed late due to CM conducting it late? What was the reason?
  - a) If the CM is out on extended illness, the Supervisor should have a plan in place, as to which CM will cover for their reviews during their absence to ensure on-time reviews are conducted.



# Supervisor Overdue Review Responses, Con't.

- b) If the CM will be on vacation, they should meet with their Supervisor to make a plan to conduct reviews ahead of time, for any members that has a review due during the time period the CM will be out.





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c) Consider monsoon, fire, flood and winter seasons



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- d) Check the weather forecast. You know your members, and which ones it's difficult to get to during bad weather. If the weathermen predicts rain, fire, flood or snow for the following week or two, the Supervisors should meet with their CMs to determine which members are difficult to get to during bad weather, and conduct those reviews early.

Forecast for the next 2 weeks

Sun	Mon	Tue	Wed	Thu	Fri	Sat
6	7 <a href="#">View historic weather &gt;</a>	8 Sunny.	9 81 / 44 °F	10 57 / 37 °F	11 61 / 28 °F	12 6 Sunny.
13 74 / 31 °F	14 71 / 35 °F	15 71 / 35 °F	16 73 / 36 °F	17 73 / 36 °F	18 64 / 36 °F	19 64 / 36 °F
20 63 / 36 °F	21 58 / 33 °F	22 59 / 33 °F	23	24	25	26



# Contact

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# Questions?



# Thank You.

