

# Targeted Case Management

Service Definition (Source: SMHS Billing Manual v1.4)

**1810.249 Targeted Case Management: CCR Title 9, §**  
 Targeted case management is a service that assists a client to access needed medical, educational, social, prevocational, vocational, rehabilitative or other community services. The service activities may include but are not limited to: communication, coordination, and referral; monitoring service delivery to ensure patient access to service and the service delivery system; monitoring the patient’s progress; placement services and plan management.

TCM may be provided face-to-face, by telephone, or by telemedicine with the client or significant support person and may be provided anywhere in the community. TCM contacts with significant support persons may include helping the eligible client access services, identifying needs and supports to assist the eligible client in obtaining services, providing case managers with useful feedback, and alerting case managers to changes in the eligible client's needs (42 CFR 440.169(e)).

## TCM Service Details

TCM includes the following assistance:

TCM Service	Service Explanation	Types of Billable Activities
<b>Assessment for TCM Needs</b>	Comprehensive Assessment and Periodic Reassessment individual needs to determine the need for establishment or continuation of TCM services to access medical, educational, social or other services	<ul style="list-style-type: none"> <li>• Taking client history</li> <li>• Identifying the individual's needs and gathering information from other sources such as family members, medical providers, social workers, and educators (if necessary) to form a complete assessment of the client</li> <li>• Assessing social determinants of health, support network availability, adequacy of living arrangements, financial status, employment status, and potential and training needs.</li> </ul>

TCM Service	Service Explanation	Types of Billable Activities
<b>Plan Development</b>	Development and Periodic Revision of a Client Plan for TCM services	<ul style="list-style-type: none"> <li>• Based on the information collected through the assessment, specifies the goals, treatment, service activities, and assistance to address the negotiated objectives of the Care Plan and the medical, social, educational, and other services needed by the individual</li> <li>• Includes activities such as ensuring the active participation of the eligible individual, and working with the individual (or the individual's authorized health care decision maker) and others to develop those goals</li> <li>• Identifies a course of action to respond to the assessed needs of the eligible individual</li> <li>• Develops a transition plan when a client has achieved the goals of the Client Plan.</li> </ul>
<b>Referral, Linkage and Related Activities</b>	Linkage, coordination and arrangement of other needed services and supports; identify, assess and mobilize resources to meet client needs (consultation and intervention on behalf of the client); placement or evaluation of appropriateness of living arrangement to address mental health condition	<ul style="list-style-type: none"> <li>• <b><i>To help an eligible individual obtain needed services</i></b> including activities that help link an individual with medical, alcohol and drug treatment, social, educational providers or other programs and services that are capable of providing needed services, such as making referrals to providers for needed services and scheduling appointments for the individual.</li> <li>• To intervene with the client/others at the onset of a crisis to provide assistance in problem resolution and to coordinate or arrange for the provision of other needed services.</li> <li>• To identify, assess, and mobilize resources to meet the client's needs. Services would typically include consultation and intervention on behalf of the client with Social Security, schools, social services and health departments, and other community agencies, as appropriate.</li> <li>• Placement coordination services when necessary to address the identified mental health condition, including assessing the adequacy and appropriateness of the client's living arrangements when needed. Services</li> </ul>

TCM Service	Service Explanation	Types of Billable Activities
		would typically include locating and coordinating the resources necessary to facilitate a successful and appropriate placement in the least restrictive setting and consulting, as required, with the care provider.
<b>Monitoring, Coordination, and Follow-Up Activities</b>	Activities to ensure the client treatment plan related to other needed services and supports is appropriately implemented and adequately addresses the client's needs; includes adjusting the client treatment plan and associated services	<ul style="list-style-type: none"> <li>• Activities and contacts that are necessary to ensure the Client Plan is implemented and adequately addresses the individual's needs, and which may be with the individual, family members, providers, or other entities or individuals and conducted as frequently as necessary, and including at least one annual monitoring, to determine whether the following conditions are met:</li> <li>• Services are being provided in accordance with the individual's Client Plan</li> <li>• Services in the Client Plan are adequate</li> <li>• There are changes in the needs or status of the individual, and if so, making necessary adjustments in the Client Plan and service arrangements with providers.</li> <li>• Activities to monitor, support, and assist the client on a regular basis in developing or maintaining the skills needed to implement and achieve the goals of the Client Plan. Services would typically include support in the use of psychiatric, medical, educational, socialization, rehabilitation, and other social services. Monitoring and update of the Client Plan is conducted on an annual basis or at a shorter interval as appropriate.</li> </ul>

## Non-Billable Activities

The following are NOT considered TCM Services:

- Development or implementation of a case management related intervention that is not connected to a need indicated in client's assessment. TCM must address client needs.

- Activities that do not link to the goal of improving the client’s mental health condition.
- Completing referral paperwork when connection to client’s MH symptoms and impairments is not clearly documented.
- Completing purely clerical activities including, but not limited to: faxing, copying, leaving or listening to voicemails, reading or writing emails, scheduling appointments, filling out forms.
- Writing court reports.
- Receiving and leaving voice mail messages.
- Completing reports to Adult Protective Services (APS), Child Protective Services (CPS), and/or law enforcement.
- Transporting a client.
- Grocery shopping for a client.
- Accompanying a client to a 12-step meeting.
- Providing a client with a list of phone numbers to community resources.
- Providing a case management service to a member of the client’s support system that has no direct link to the client’s treatment goals, objectives, diagnosis, impairment, etc.
- “Check-in” with a colleague or another provider to update how things are going.
- Consulting on best practices or training questions.
- Sitting in a session with another provider for language translation.

## Service & Billing Privileges

See the *BHS Services and Billing Privileges Matrix* and BHS Policy 2.01-3 to determine when co-signatures are required on documents.

## Targeted Case Management (TCM) Care Plan

DHCS requires the development and periodic revision of a Care Plan (Source: [BHIN 22-109](#)). For TCM, the Care Plan must be documented in a narrative format in the client’s progress notes and including the following requirements: [TCM Care Plan Template \(in Avatar Progress Note Type\)](#)

- **GOAL.** What is the primary focus of the work with your client?
- **OBJECTIVES.** Please state specific and observable action steps that meet the goal above.
- **COURSE OF ACTION.** Interventions, service activities, and assistance that addresses the objectives of the plan and the medical, social, educational and other services needed by the client.
- **CLIENT PARTICIPATION.** The client and/or caregiver actively participated in these goals/objectives as evidenced by:
- **TRANSITION PLAN.** Identify the next steps when client meets goals/objectives.

## Targeted Case Management Eligible Clients

The authority to provide the Targeted Case Management (TCM) services comes from California's Medicaid State Plan. The word "targeted" means that an identified population has been identified (targeted) for services.

There are two targeted groups who receive TCM services within Medi-Cal's SMHS program: (a) Medi-Cal beneficiaries who meet medical necessity for SMHS; (b) Children under the age of 21 (EPSDT)

## Additional Information

Please see the CalMHSA Documentation for example progress notes. [CalMHSA Documentation Guide 6-23-2022](#)

Information Sheet: See BHS Targeted Case Management Tip Sheet for details on TCM documentation and activities: [SF BHS Provider Billing Documentation Library](#)