Targeted Case Management Reporting Requirements

To ensure quality care coordination for members, United is gathering Targeted Case Management (TCM) caseload and contact information from its network providers. This information will be collected from TCM providers serving persons on the Intellectual Developmental Disability Waiver (IDD), IDD Waitlist, and Serious Emotional Disturbance (SED) Waiver effective October 1st. The reporting timeframe will cover the previous month and will be due to United by the 10th of each month. For example, the information due November 10th will cover October data.

Attached to this communication is a spreadsheet, on which each TCM Provider agency will record the data. Verify MCO assignment when determining TCM counts. Once completed, this form can be sent to United at UHCKSLTSS@UHC.com.

The providers should use the same spreadsheet format for each month. A blank report template will also be placed onto United’s website under provider resources. Categorize the data for reporting, by using the eligibility category of the Member receiving TCM services from your agency. If the person receiving TCM does not fit into one of these three categories, exclude them from the report.

Please note, this reporting will only supplement and will not replace any other communication necessary between case management providers and care coordinators regarding UHC members. To ensure members receive the most effective care management services, UHC staff will continue to coordinate efforts closely along with targeted case managers.

Again, the first report will be due by November 10th and by the 10th of each month thereafter. Contact your Provider Advocate for questions.