



Medical Case Management Services

2010 Service Area Review Summary

Medical Case Management Services - a range of client-centered services that link clients with health care, psychosocial, and other services. The coordination and follow-up of medical treatments (Clinical Retention) is a service activity of medical case management. These services ensure timely and coordinated access to medically appropriate levels of health and support services and continuity of care, through ongoing assessment of the client's and other key family members' needs and personal support systems. Key activities include (1) initial assessment of service needs; (2) development of a comprehensive, individualized service plan; (3) coordination of services required to implement the plan; (4) client monitoring to assess the efficacy of the plan; and (5) periodic re-evaluation and adaptation of the plan as necessary over the life of the client. It includes client-specific advocacy and/or review of utilization of services. This includes all types of case management including face-to-face, phone contact, and any other forms of communication. Medical Case Management Services also includes Treatment Adherence and Adult Foster Care Service Activities.

There are currently 5 contracts with metro providers and 1 contract with greater MN providers to serve 1,208 and 45 clients respectively.

HRSA Core Medical Service

Essential Service—
Continuum of Care

Comprehensive Plan—YES

DATA SUMMARY HIGHLIGHTS

In the Path to Care Study, 54% of respondents reported that their medical case manager (or social worker) plays a key role in keeping them connected to HIV medical care.

In the Path to Care Study, of those who discontinued care, 31% of respondents report that the help of a case manager was a notable factor in helping them reconnect to a provider.

In the CAEAR Coalition/NAPWA HIV Consumer Needs Survey, when asked "Which services have made a difference in your ability to start receiving care and to continue receiving that care", Case Management was ranked number five (tied with housing subsidies).

In the 2010 Comprehensive Needs Assessment of Minnesotans Living with HIV Disease, 35% of the 326 respondents indicated that they had not met with a case manager to help them coordinate their HIV/AIDS care within the past year. Of those who had not seen a case manager in the past year (n=114), only 13 people (12%) indicated that they needed to see a case manager. The barriers or reasons listed by those 13 people included Inability to schedule/no availability (14), Didn't know who to call (8), income level too high (3), transportation issues (3), personal issues (3), and services hard to find in rural area.

In the 2010 Comprehensive Needs Assessment of Minnesotans Living with HIV Disease, 56% of the 329 respondents indicated that their case manager was where they most often sought help with questions about paying for or getting health care. In addition, 84% of the 329 respondents indicated that they had used a case manager as a source of information about HIV services. No other source of information rated higher than the case manager. Sixty-eight percent of those who had used a case manager as a source of information for HIV services found the case manager "very helpful" and another 23% found the case manager somewhat helpful.

There are 3 treatment adherence contracts, 2 clinical retention contracts and 1 adult foster care contracts serving 1,364, 300 and 31 clients respectively.

In FY 2010, \$95,600 of the Medical Case Management allocation was set aside for Greater Minnesota consumers and \$67,000 was Minority AIDS Initiative funding.

CURRENT RANKINGS

COUNCIL (2008)	CONSUMERS (2010)
2 out of 24 service areas	10 out of 25 service areas

ALLOCATIONS HISTORY

FY	ALLOCATION	% CHANGE	SPENT	% UTILIZED
2010	\$2,499,600	4%		
2009	\$2,409,125	27%	\$2,381,171	99%
2008	\$1,895,698	6%	\$1,799,218	95%

UTILIZATION HISTORY

FY	# Accessing Service Area or Activity	% of All HIV/AIDS Cases	% of Unduplicated RW Clients
2009	2,107	32% (n=6,552)	57% (n=3,700)
2008	1,819	29% (n=6,221)	39% (n=4,713)
2007	1,630	27% (n=5,950)	40% (n=4,038)

ASSESSMENT OF NEED

2010 COMPREHENSIVE NEEDS ASSESSMENT (SELF ASSESSMENT BY CLIENTS n=326)		
Accessed Service (Last 12 Months) n=212	Didn't Access (Last 12 Months) n=114	Didn't Access but Needed to (Last 12 Months) n=13
65%	35%	12%

