Case Management and the Client Central Record

Supplemental Resources

Table of Contents

This document contains the supplemental resources that were either displayed or referred to in the Case Management and the Client Central Record training. This document also contains additional resources to aide new WSCs in gaining the skills necessary to effectively coordinate the supports and services for individuals on their caseload.

Case Management and the Client Central Record

There are three levels of support coordination: limited, full, and enhanced. While each level is unique and has its own requirements, all levels share the same purpose: to help clients identify, develop, coordinate, and access supports.

Waiver Support Coordination Client Contact Requirements:

The specific requirements for where and how often you are to have contact with clients depend on both the level of support coordination and the individual's living situation. The iBudget Handbook contains a full description of the duties, contact requirements, and documentation requirements for all levels of Waiver Support Coordination.

It is necessary to become familiar with the requirement for Waiver Support Coordination service found in the iBudget Handbook at:

Rules & Regs | iBudget Florida (myflorida.com)

Client Central Record

The WSC is responsible for the central record for each client on their caseload. The central record is a file, or a series of continuation files, for each client served by APD. The central record may be paper, electronic, or often both. Information in the APD iConnect system is part of the central record.

All central records must contain the following documentation:

- Demographic data for the client
- Emergency contact information
- Parental or legal representative contact information
- Releases of information
- Results of assessments
- Eligibility determinations
- Evaluations
- Medical and medication information

- Legal documents (such as medical powers of attorney, healthcare surrogate, guardianship or guardian advocacy papers, and court orders)
- Service delivery information (including the original, or a copy of, the waiver eligibility determination, the current support plan, cost plan or written authorization of services, and implementation plans, as required)

While it is the responsibility of the WSC to maintain all their clients' documents, the central record is the property of APD and must be relinquished to APD or AHCA upon request.

Client Central Record Transfer

You may need to transfer a client's central record to another WSC or back to APD. If a new WSC is selected by a client, the WSC must ensure that all appropriate central record information is transferred to the WSC or to the APD regional office within one week of the effective date of the action. Once notified, any activity necessary for the maintenance of the central record must be completed by the WSC who has possession of the record.

The Qualified Organization or WSC is responsible for maintaining a copy of the client's central record for any services paid for five years after the latest date of service.

Billing and Reimbursement (Documentation) Requirements

Qualified Organizations, WSCs, and CDC+ Consultants must participate in monitoring conducted by APD, the Agency for Health Care Administration, or an authorized representative of the state. Qualified Organizations, WSCs, and CDC+ Consultants are expected to meet the needs of clients receiving services, regardless of the number of contacts it takes to meet those needs.

For monitoring purposes, the Qualified Organization, WSC, or CDC+ Consultant must have on file the following, for the period reviewed or for the period billed:

- Documentation in the support coordination case notes (also called progress notes) of activities and contacts that assisted the WSC in meeting individually determined goals and outcomes, provided opportunities to fully participate in community life and addressed the concerns of the recipient, and the family or the recipient's legal representative. The notes should clearly and adequately detail services provided in sufficient detail.
- A copy of all the client's support plans.
- Documentation, in the central record, that the basic billing requirements were met for the months in which services were reimbursed.
- Documentation that face-to-face visits with the client were conducted in their place of residence as required by this handbook.
- Current and correct demographic information for the client, including current health and medical information and emergency contact information.
- Eligibility worksheet.
- For clients who receive Phase 1 Supported Employment services through the waiver, documentation in the form of a letter from the Division of Vocational Rehabilitation (VR) services or a case note detailing the date of contact with a named VR representative, and a summary of the conversation indicating a lack of available VR funding for supported employment.