

Department for Behavioral Health, Developmental and Intellectual Disabilities (BHDID)

Frequently Asked Questions (FAQ) for Targeted Case Management (TCM)

Q: How do I become a Targeted Case Manager (TCM)?

A: You must first meet the educational and experience requirements set forth in Section 2 of the TCM regulation at: <https://apps.legislature.ky.gov/law/kar/908/002/260.pdf>. Then, to receive certification to provide behavioral health targeted case management services, you shall successfully complete the department approved training and continuing education requirements established by Section 3 in the same regulation.

Questions about Educational/Experience Requirements:

Q: I have a potential employee with a XXXX degree – does he/she qualify to become a Targeted Case Manager?

A: 908 KAR 2:260 Section 2 (1) (a) 1. States a Targeted Case Manager will “possess a bachelor of arts or science degree in a behavioral science”, with “behavioral science” defined in Section 1 (3) as:

- (a) Psychology;
- (b) Sociology;
- (c) Social work;
- (d) Family studies;
- (e) Human services;
- (f) Counseling;
- (g) Nursing;
- (h) Behavioral analysis;
- (i) Public health;
- (j) Special education;
- (k) Gerontology;
- (l) Recreational therapy;
- (m) Education;
- (n) Occupational therapy;
- (o) Physical therapy;
- (p) Speech-language pathology;
- (q) Rehabilitation counseling; or
- (r) Faith-based education.

Academic degrees may use a nearly infinite variety of nomenclature to describe both broad categories and specialization within a field of study (e.g., a degree in “Family Studies” could also be “Youth and Family Studies”). Organizations providing TCM may employ staff with a qualifying degree that uses a different title to describe the same field of study, but should use their best professional judgment to ensure compatibility with all regulatory requirements.

Q: I have attended the required Case Management trainings and have well over the five years’ experience. My supervisor and I feel like I meet the qualifications to sign the checklist. Yet, I am not “licensed” per se.

A: Targeted Case Managers cannot diagnose and thus the TCM may sign the form but there must be documented evidence in the medical record that an individual meets the criteria for either SMI, SED, SUD or BHPH. The medical record documentation must include diagnosis by a physician or clinician credentialed to diagnose.

Questions about Training Requirements:

Q: Where can I complete the department approved trainings to become certified?

A: The list of approved training providers can be found on the Department's website at: <http://dbhdid.ky.gov/dbh/documents/tcm/approved.pdf>. Just contact the training provider that is closest to you to find out their schedule of trainings, costs of training, etc.

Q: What happens after completing the department approved trainings and passing the exam?

A: Upon completing training and passing the exam for TCM certification, a DBHDID TRIS account is created for each individual by the training provider you took your training through. You will then receive an email from csa@ky.gov to confirm your account, get your username, and get instructions for setting up your password.

Q: What if I don't receive the email from csa@ky.gov?

A: Many times the account setup email will either land in your inbox or spam/junk folder, so please check both. If you still cannot locate the email, please email csa@ky.gov so we can send you another one.

****Note:** training providers have 20 days following the completion of the training to create your DBHDID TRIS account.

Q: What will I use my DBHDID TRIS account for?

A: The Department for Behavioral Health, Developmental and Intellectual Disabilities Training Records Information System (DBHDID-TRIS) is a web-based system for maintaining training information for DBHDID. TCM's will use their DBHDID TRIS account to submit their required continuing education (CE) credits.

Q: How do I submit my CE's in DBHDID TRIS?

A: Once you are able to login to your DBHDID TRIS account, you will go under "My Account" then "Submit Continuing Education Credits" and follow the prompts to upload and submit your CEs.

Q: How many Continuing Education Credits does a TCM need?

A: TCM's need to **complete** 6.0 hours of continuing education each year and shall submit proof of that training, which includes: the name provider or presenter of the training, and the number of hours of each training to the Department every three (3) years through their DBHDID TRIS account.

Q: How do I know if the CE trainings I am submitting are appropriate?

A: Per the TCM regulation, topics of CE trainings must be related to a) Case management; (b) Behavioral health; or (c) Each respective target population.

Q: Can my SMI, SED, SUD, or Co-occurring training be used as CE in TRIS?

A: No. Because those trainings are required as part of the certification requirement, these trainings are entered into your DBHDID TRIS account by the training provider as a "certification training". Continuing education would be trainings that go above and beyond those certification trainings, but can be related to each of those respective target populations, mental health, or TCM.

Q: What date do my CEs have to be submitted?

A: The TRIS system automatically tracks your CEs based on your Core training date. So, for example, if you took your Core training on **10/1/2023**, then you would need 6.0 hours of CEs between **10/1/2023 – 9/30/2024**, then every year thereafter. ****Note:** The TRIS system is set to send you automatic reminders of when your CEs are due. You will receive an email at 90 days, 60 days, and 30 days prior to CEs being due.

Q: Will the Department offer the 12 hour basic TCM training or 6 hour TCM specialty trainings and, if so, how much will it cost, when is it expected to occur, etc.?

A: BHDID does not provide training for TCM (initial certification or continuing education). These trainings can be taken through one of the Department's approved training providers. You can find a list of these approved training providers at: <http://dbhdid.ky.gov/dbh/documents/tcm/approved.pdf>

Q: How often does BHDID provide recertification trainings?

A: BHDID does not provide training for TCM (initial certification or continuing education). If a TCM loses certification, they must repeat the Core **training to become recertified**.

Q: Is there specialized training for TCM supervisors?

A: Supervision-specific training is not required by 908 KAR 2:260, and DBHDID does not provide training for TCM (initial certification or continuing education). Supervisors are required to meet and complete the same requirements/trainings as a TCM.

Questions about Billing Requirements:

Q: Is Targeted Case Management a billable Kentucky Medicaid service?

A: Yes, Kentucky's Department for Medicaid Services submitted a State Plan Amendment (SPA) to revise Targeted Case Management Services and the SPA was approved on July 1, 2014.

Q: What is the maximum number of clients for which a Targeted Case Manager can bill per month?

A: Twenty-five (25). The clients may be of any combination, excluding clients receiving mobile crisis services, crisis intervention services, or screenings.

Q: What code should I use for TCM services?

A: T2023 (only) and except for SMI-no modifier it must include a modifier as follows: I&F=SUD, UA=SED, TG=BHPH.

Q: Can we provide lower level case management services for children not designated as SED?

A: There is not a Medicaid billing code for case management other than TCM and thus no payment for a "lower level" case management service. Both Targeted Case Management and High Fidelity Wraparound (which are available via the KY IMPACT programs within most CMHCs and a limited number of additional providers as designated by DBHDID) are able to serve children/youth who meet criteria for experiencing a Severe Emotional Disturbance (SED). However, all TCM for children/youth requires that the child/youth meet criteria for SED.

Additional Questions:

Q: Can Targeted Case Managers provide TCM services to more than one targeted population?

A: Yes, a single TCM provider can serve multiple populations as long as they have been certified to provide each type of TCM Service (i.e., the provider shall have completed the 12-hour TCM Core Curriculum and also shall have completed the 6-hour curricula for each of the populations for which he/she plans to serve: SMI (Serious Mental Illness); SED (Severe Emotional Disability); SUD (Substance Use Disorder); or SMI/SED/ SUD and a co-occurring chronic or complex physical health condition. Co-Occurring behavioral health (SMI, SED, and SUD) and a physical health condition may be identified as BHPH (Behavioral Health, Physical Health).

- SMI = Adults (age 18 and above) with Severe/Serious Mental Illness
- SED = Children and Youth (age 0-18 and up to the 21st birthday if previously receiving services and those services are still indicated)
- SUD = Youth or Adult with a primary moderate or severe substance use disorder diagnosis or co-occurring moderate to severe substance use disorder and mental health diagnosis

- Co-occurring SMI, SED, or SUD with a chronic or complex physical health condition = Youth or Adult with significant symptoms of a physical health condition that has persisted for a continuous period of at least six (6) months; symptoms of the physical health condition significantly impair the client's ability to function socially or occupationally (for individuals under the age of twenty-one (21), includes impairment in an educational setting); and the physical health conditions include disorders under the following categories:

1. Cardiovascular disorders;
2. Respiratory disorders;
3. Genitourinary disorders;
4. Endocrine disorders;
5. Musculoskeletal disorders;
6. Neurological disorders;
7. Immune system disorders;
8. Gastrointestinal;
9. Cancer; or
10. Hematological.

Q: On the Checklist Forms for SMI, SED, SUD or BHPH, it states that the assessment must be done by a "licensed, qualified behavioral health professional." Does that mean the original assessment or the actual form itself must be filled out by the professional?

A: The SMI, SED, SUD, BHPH Checklist forms are provided by DBHDID as guidance documents, only. Any provider representative may sign the actual form as long as there is documented evidence in the medical record that an individual meets the criteria for the SMI, SED, SUD or BHPH designation. Diagnostic information should be from a physician or clinician with the appropriate credentials to diagnose.

Question about Kentucky Regulations:

Q: What Medicaid regulations govern Behavioral Health (mental health and substance use) Targeted Case Management services and payment?

A: The Regulations are:

- 907 KAR 15:040/045 <http://www.lrc.ky.gov/kar/907/015/040.htm> <http://www.lrc.ky.gov/kar/907/015/045.htm>
Coverage provisions and requirements regarding targeted case management for individuals with a substance use disorder/Reimbursement provisions and requirements for targeted case management services for individuals with a substance use disorder
- 907 KAR 15:050/055 <http://www.lrc.ky.gov/kar/907/015/050.htm> <http://www.lrc.ky.gov/kar/907/015/055.htm>
Coverage provisions and requirements regarding Targeted Case Management for individuals with co-occurring mental health or substance use disorders and chronic or complex physical health issues/Reimbursement provisions and requirements regarding targeted case management for individuals with a mental health or substance use disorder and chronic or complex physical health issues
- 907 KAR 15:060/065 <http://www.lrc.ky.gov/kar/907/015/060.htm> <http://www.lrc.ky.gov/kar/907/015/065.htm>
Coverage provisions and requirements regarding targeted case management for individuals with a severe mental illness and children with a severe emotional disability/Reimbursement provisions and requirements regarding targeted case management for individuals with a severe mental illness and children with a severe emotional disability.

Q: What is the DBHDID regulation that governs the eligibility and training for providers of Behavioral Health Targeted Case Management?

A: The DBHDID Regulation is:

- 908 KAR 2:260 <http://www.lrc.ky.gov/kar/908/002/260.htm> Targeted case manager: eligibility and training