

**2010 Family Care
Care Management Timeframes**

Non-rollover cases

Requirement	Time frame
Initial contact	3 days
Face to face visit	10 business days
Initial service auth/ ISP	10 business days
10 day RN assessment screen	10 business days
Comprehensive assessment -RN	30 or 90 calendar days depending on risk identified on the 10-day RN assessment screen.
Document member's primary care provider, specialist care provider(s) and psychiatrist (if applicable)	30 calendar days
Comprehensive assessment -CM	90 Days
MCP signed	90 calendar days
Reassessment and updated MCP	Every 6 months. Per contract (pg 56) , "...not less than the end of the six month after the month in which the previous MCP and update occurred".

Note: Members must receive a monthly contact (non-face to face) and a face to face visit quarterly.