

**2010 Family Care  
Care Management Timeframes**

**Rollover cases**

<b>Requirement</b>	<b>Time frame</b>
Initial contact	3 days (Can be by phone, DHS approved letter, or in person)
Face to face visit	30 calendar days on either side of the enrollment date
Initial service auth/ ISP	30 calendar days on either side of the enrollment date
10 day RN assessment screen	Extended from 10 to 30 calendar days before or after the enrollment date. (Option: Can complete the comprehensive assessment by 30 days in lieu of having to do both an assessment screen at 30 days and the full assessment at 90 days).
Comprehensive assessment -RN	90 calendar days (May be completed within 30 days before or after the enrollment date, as noted above).
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.