

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH CASE MANAGEMENT

Prepared by the Mental Health Legal Advisors Committee
August 2018

What is DMH case management?

If DMH assigns a DMH case manager, services provided shall include:

- arranging for and completing comprehensive assessments of service needs;
- convening service planning meetings;
- developing and reviewing individual service plans;
- reviewing community service plans, when applicable, to ensure compatibility with clients' individual service plans;
- assisting clients in obtaining other available services from public or private entities as are identified in clients' individual service plans, including behavioral health and medical benefits available through commercial and publicly funded health plans and programs;
- coordinating services for clients, and/or monitoring the coordination of DMH and non DMH services;
- providing outreach, as needed;
- providing intensive support and advocacy, as needed;
- reviewing private and public health plan entitlements and options to assist in selecting third party benefits that best match service needs and maintain continuity of care;
- other services within the scope of Medicaid service known as targeted case management.¹

Who is entitled to critical need case management?

If an individual is in the process of seeking DMH services or has been authorized for DMH services and DMH has identified a specific critical need within the scope of Case Management Services, DMH will provide critical need case management.² The services under critical need case management include assessment of needs and service planning activities and may include other case management activities.³

What happens once DMH determines an individual needs a case manager?

DMH refers those individuals that it determines need a case manager to the appropriate DMH case management office.⁴ Case management remains a state-operated service.

¹ 104 CMR 29.05(2).

² 104 CMR 29.05(3)(a).

³ 104 CMR 29.05(3)(b).

⁴ 104 CMR 29.05(1).