

Case Support / Case Management / Care Coordination SERVICE TIER IMPLEMENTATION TIMELINE														
		6/1/2018	July - Aug 2018											7/1/2019
1	Agency Self Assessment													
2	TA with applicant agencies													
3	New rates and service tiers effective													
4	ongoing assessment/ TA / audit													ongoing
1	Agencies complete self assessment of current services, proposing what tier(s) of service they are providing (3 weeks). Levy staff evaluate agency self assessments, prioritize work, and begin on site review.													
2	Technical assistance continues to establish standards and measure compliance (projected 10-12 month process)													
3	Agencies "lock in" tiers/re-classify other services per staff approval, submit revised budgets with new rates to board for approval. Agencies may "lock in" their rates at any time in TA period upon demonstrating sustained readiness with standards and practice and staff approval. TA available for up to 12 months from TA start date													
4	Resume established audit process to monitor compliance with quality indicators. Henceforth newly proposed case management and care coordination require prior approval to bill													