

# **SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER**

## **POLICY AND PROCEDURE MANUAL**

**Date of Issue: 12/3/15**  
**Date Revised: 12/1/2021**

**Section Number: 113**

### **Policy: 113 – Conflict Free Case Management**

#### **I. POLICY**

It is the policy of Southern Highlands Community Mental Health Center to provide Title XIX I/DD Waiver Case Management services, in the most person centered and conflict free manor possible as well as to ensure that all services including, type, frequency and provider are based on the wishes of the consumer and are not influenced by SHCMHC personnel.

#### **II. DISCUSSION**

A Conflict of Interest can occur when the actions of the Case Manager serve the interest of their employer instead of those of the consumer. It is the responsibility of the Case Manager to advocate for the hopes, dreams, and wishes of those consumers they serve and to not attempt to influence the consumers or guardian's decisions based on what might be in the best interest of the provider. The purpose of this policy is to provide instruction and procedure on a system that will ensure that a conflict of interest between the service coordinator, as an advocate for their consumers, and the agency for which they are employed does not occur.

#### **III. PROCEDURES**

In providing conflict free service coordination, the following measures will take place:

- Case Managers providing services must have a four-year degree in a human services field and one or more years' experience in the IDD field. If the Case Manager has less than one-year experience in the IDD field they must have clinical supervision by the Case Manager Supervisor until completion of the Case Manager Certification module.
- All Case Managers, with the exception of those who are licensed Social Worker, will be required to completed certification process within six months of hire date.
- Upon Hire and every year after, Case Managers will be trained on this policy and the concepts and principles of conflict of interest and providing Conflict Free Case Management. Case Manager's will also receive annual training on professional ethics in conjunction with Policy 242: Code of Ethics. They will complete the attached Conflict of Interest Statement.

- Each year, the assigned Case Manager will review this policy with the client and guardian (when applicable).
- Typical training juncture will be the annual IDT but can be reviewed by the client and/or guardian anytime as the need may arise.
- Case Mangers will review all available services and service providers in the local area. They will discuss service details, service limitations and how the consumer's budget may impact the services being considered.
- Case Managers will provide all information in an unbiased and neutral manner with the ultimate goal being to ensure that the consumer / guardian can make an informed decision about which services will best meet their needs and what provider they wish to receive those services from.
- Case Managers will make available the most current copy of the provider reference guide as received from KEPRO. A printed copy will be offered and made available upon request. The Reference guide will also be placed on the SHCMHC website and updated each time a new version is received from KEPRO.
- It will be the responsibility of the Case Manager to facilitate the referral process should a consumer chose a service provider other then SHCMHC. This includes Case Management.
- Case Managers will ensure that member / guardian sign the Choices Verification Form.

#### **IV. COMPLAINTS**

Pursuant to SCHCMC Policy 175: Consumer Grievances, a complaint concerning conflict of interest may be made at anytime. Consumers / guardians are trained and annually re-trained on the policy and procedure.

**CONFLICT OF INTEREST STATEMENT**

**Staff Name** \_\_\_\_\_ **Staff ID:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**I acknowledge that I read, understand, and will comply with all aspects of policy 113: Conflict Free Case Management. I further understand that it is the decision of the consumer and / or guardian what services and which providers of those services they chose. I will not attempt to influence their decision in anyway and will only provide information as needed to ensure that the consumer / guardian can make an informed decision.**

\_\_\_\_\_  
**Staff Signature**

\_\_\_\_\_  
**Witness**