Objectives:
- Define the Case Management Model Act and the impact on the health care system.
- Describe key components of a quality case management program outlined in the Case Management Model Act.
- Discuss the importance of professional case managers advancing the Case Management Model Act into health policy at the local, state and federal levels.

Background of the CM Model Act
CMSA launched the CM Model Act in 2009 setting forth important standards for case management services.
CM Model Act established the key elements of a comprehensive case management program that public policymakers can reference and use for legislative and regulatory initiatives geared towards reducing health care costs, improving care coordination, transitions of care, enhancing quality and promoting better clinical outcomes.
CM Model Act includes definition of case management, staff qualifications, functions, scope of service, payment of services, program requirements, training, quality management, anti-fraud & consumer protections, complaints, regulatory oversight and implementation.

What is Case Management?
Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote patient safety, quality of care, and cost effective outcomes.

Who Are Professional Case Managers?
Case managers are recognized experts and vital participants in the care coordination team who empower people to understand and access quality, safe, and efficient health care services.

The Importance of Advancing the CM Model Act
Case management interventions are used throughout the health care system as an effective solution towards transitions of care, coordination of resources, reducing costs and improving clinical outcomes.

Key Components of a Quality CM Program
- Short Title
- Definitions
- Staff Qualifications
- Case Management Functions
- Authorized Scope of Service
- Payment of Services
- Other Program Requirements
- Training
- Quality Management
- Antifraud & Consumer Protections
- Complaints
- Regulatory Oversight & Implementation

The Importance of Developing the CM Model Act into Health Policy
Professional Case Managers transforming Health Care
- Professional Case Management roles and functions lead to quality and outcomes.
- Successful outcomes cannot be achieved without the specialized skills, knowledge and competencies professional case managers apply throughout the case management process.
- Professional case manager competencies include critical thinking, analysis, motivational interviewing, effective communication, positive relationship building, ability to plan, organize effectively, negotiation, cost containment, allocation of resources, knowledge of health insurance and funding sources, client activation, empowerment, engagement, ability to effect change and perform ongoing evaluation.
- The professional case manager is uniquely positioned as an expert in care coordination and advocacy for health policy change to improve access to quality, safe, and cost effective services.
- Case management guiding principles, interventions, and strategies target the achievement of optimal wellness, function and autonomy for the client, and clients family or family caregiver through advocacy, assessment, planning, communication, health education, resource management, case coordination, collaboration, and service facilitation.
- Case management interventions focus on improving care coordination and reducing fragmentation of the services the recipients of care delivery experience.
- Case management interventions are intended to enhance client safety, well-being, and quality of life.
- Effective case management positively impacts the health care delivery system, especially in realizing the goals of the Triple Aim which include improving health outcomes of individuals and populations, enhancing the experience of health care, and reducing the cost of care.

How Can You Become a Public Policy Champion?
- Membership in your professional organization
- Involvement in local CMSA Chapter Public Policy Committee
- Be a Liaison for your chapter
- Communicate with leaders legislators at the organizational, community, state, and federal level
- Lead and mentor others
- Support CMSA Public Policy initiatives
- Utilize the CMSA Public Policy resources at www.cmsa.org/policymakers
- Join us in DC for the CMSA Hill Day event
- You can make a difference for the healthcare consumer and our profession

www.cmsa.org/policymakers

PROFESSIONAL CASE MANAGERS TRANSFORMING HEALTH CARE

Change is the law of life. And those who look only to the past or present are certain to miss the future. — John F. Kennedy