**POLICY:**

Independent Management Services will follow MN State Statute and MHCP guidelines when providing case management services.

**PROCEDURE:**

For adult MH-TCM, interactive video may be used instead of a face-to-face contact if the client resides in a hospital, nursing facility, residential mental health facility or an intermediate care facility for persons with developmental disabilities. The use of interactive video may substitute for no more than 50 percent of the required face-to-face contacts.

Reimbursement for qualifying services should not be interpreted as the service standard for face-to-face contact frequency. Monthly face-to-face contact is the standard.

(a) Minimum required face-to-face contacts for targeted case management may be provided through interactive video if interactive video is in the best interests of the person and is deemed appropriate by the person receiving targeted case management or the person's legal guardian and the case management provider.

(b) The person receiving targeted case management or the person's legal guardian has the right to choose and consent to the use of interactive video under this subdivision and has the right to refuse the use of interactive video at any time.

(c) The commissioner may establish criteria that a targeted case management provider must attest to in order to demonstrate the safety or efficacy of meeting the minimum face-to-face contact requirements for targeted case management through interactive video.

(d) As a condition of payment, the targeted case management provider must document the following for each occurrence of targeted case management provided by interactive video for the purpose of face-to-face contact:

(1) the time the contact began and the time the contact ended, including an a.m. and p.m. designation;

(2) the basis for determining that interactive video is an appropriate and effective means for contacting the person receiving targeted case management services;

(3) the mode of transmission used to deliver the services and records stating that a particular mode of transmission was utilized; and

(4) the location of the originating site and the distant site.

(f) For purposes of this subdivision, "interactive video" means the delivery of targeted case management services in real time through the use of two-way interactive audio and visual communication.

**RESPONSIBILITY:**

Executive Director: Ensure adherence to policy and procedure.

Clinical Supervisor: Ensure adherence to policy and procedure.

Adult Mental Health Treatment Services Director: Follow policy and procedure, implement procedures, monitor adherence.

All other staff: Follow policy and procedures.