

OhioRISE Care Coordination

Guidance on ICC and MCC Care Coordinator Experience

Ohio Administrative Code (OAC) rule [5160-59-03.2 OhioRISE: Care Coordination](#) requires providers of OhioRISE care coordination, Intensive Care Coordination (ICC) and Moderate Care Coordination (MCC), to meet a combination of educational, experience, and skill requirements. Providers of ICC and MCC must work within Care Management Entities (CMEs).

Evaluating Potential Care Coordinators' Years of Experience

The rule requires ICC and MCC care coordinators to meet a time-based (years) requirement of experience providing community-based services or supports to children and youth and their families or caregivers in areas of children's behavioral health, child welfare, intellectual and developmental disabilities, juvenile justice, or a related public sector human services or behavioral health care field.

When evaluating a potential care coordinator's time spent providing services and supports, CMEs may consider both formal/paid experience and informal/lived experience. Experience working with children and families experiencing multi-system challenges is paramount. This experience may be gained in a variety of environments (public human-serving sectors, health care, early care and K-12 education, and other fields in which individuals interact closely with children/youth and families/caregivers).

Applications for ICC and MCC Care Coordinators who Partially Meet Years of Experience Requirements

The rule permits certain individuals to be providers of ICC and MCC with ODM or its designee's approval if the practitioner of ICC and MCC partially meet years of experience requirements and they:

- Demonstrate specific skills and competencies needed to deliver care coordination services
- Receive additional supervision
- Receive additional training

When evaluating a potential care coordinator who partially meets years of experience requirements, CMEs should consider the individual's qualities, characteristics, abilities, and skill sets. For example, the CME may consider each individual's:

- Knowledge of and experience child-serving systems and their mandates
- Competencies in navigating complex systems and/or solving complex problems
- Experience within the cultural and community context of the CME's catchment area
- Knowledge of how social determinants of health and basic needs impact youth and families, and experience assisting youth and families with addressing those needs
- Facilitation skills
- Consensus-building skills
- Knowledge of community resources and ability to access and link to these resources
- Ability to communicate in ways to that bring diverse teams together

- Ability to connect and collaborate with multiple personality types
- Understanding of and ability to respect boundaries
- Understanding of confidentiality and HIPAA

When submitting applications for a care coordinator who partially meets years of experience requirements, CMEs should establish the following for each potential care coordinator:

- Documentation of the individual's strengths as they apply to care coordination activities
- Documentation of the individuals' opportunities for learning and improvement to support care coordination activities
- A plan for how the individual will receive additional individualized supervision that would monitor skills and competencies to ensure effective care coordination
- A plan for how the individual will receive additional quarterly training to improve skills and competencies to ensure effective care coordination

All ICC and MCC care coordinators, including those who gain approval to provide the ICC and MCC and who partially meet years of experience requirements, must meet the other ICC and MCC provider requirements outlined in paragraph (D) of OAC 5160-59-03.2. Of note, all ICC and MCC care coordinators must have the qualifications and experience needed to work with children and families who are experiencing serious emotional disturbance (SED), trauma, co-occurring behavioral health disorders and who are engaged with one or more child-serving systems (e.g., child welfare, intellectual and developmental disabilities, juvenile justice, education).

Application for an OhioRISE ICC and MCC Care Coordinator Who Partially Meets Years of Experience Requirements

I. Care Management Entity (CME) Information

CME Name	Catchment Area	Date
Responsible Party Name	Responsible Party Title	
Responsible Party Email	Responsible Party Phone Number	
Does the CME have established policies and procedures for providing additional supervision to care coordinators who partially meet years of experience requirements to monitor their skills and competencies to ensure effective care coordination?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the CME have a plan to provide additional quarterly training to care coordinators who partially meet years of experience requirements to improve their skills and competencies to ensure effective care coordination?		<input type="checkbox"/> Yes <input type="checkbox"/> No

II. Care Coordinator Information

Name	Date of Birth	
Highest level of education? (check one)		
<input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate's degree <input type="checkbox"/> Bachelor's degree <input type="checkbox"/> Master's degree or higher		
How much experience does the individual have providing community-based services and supports to children and youth and their families or caregivers in the areas of:		
	Services (formal)	Supports (formal and lived)
Behavioral health	_____ months _____ years	_____ months _____ years
Child welfare	_____ months _____ years	_____ months _____ years
Intellectual and developmental disabilities	_____ months _____ years	_____ months _____ years
Juvenile Justice	_____ months _____ years	_____ months _____ years
A related public sector human services or behavioral health field (describe below)	_____ months _____ years	_____ months _____ years
Total experience	_____ months _____ years	_____ months _____ years
Describe how the candidate demonstrates specific skills and competencies needed for the care coordination activities described in paragraph C of Ohio Administrative Code Rule 5160-59-03.2 OhioRISE: Care Coordination . You may attach an additional page to your application if more space is needed.		

In which of the following areas does the individual have background and/or experience? (check all that apply)		
<input type="checkbox"/> Family systems	<input type="checkbox"/> Community systems and resources	<input type="checkbox"/> Case management
<input type="checkbox"/> Child and family counseling or therapy	<input type="checkbox"/> Child protection	<input type="checkbox"/> Child development
Is the individual culturally competent or responsive with training and experience to manage complex cases?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the individual have qualifications and experience needed to work with children and families who are experiencing serious emotional disturbance (SED), trauma, co-occurring behavioral health disorders and who are engaged with one or more child-serving systems (e.g., child welfare, intellectual and developmental disabilities, juvenile justice, education)		<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the CME determined the individualized types, amounts, and durations of additional supervision and training this care coordinator will need to ensure they are effectively delivering care coordination services to OhioRISE members?		<input type="checkbox"/> Yes <input type="checkbox"/> No

The responsible party must attach the care coordinator candidate's resume to this application.

By signing below, the responsible party certifies that they are able to act on behalf of the Care Management Entity listed in Section I of the application. The responsible party certifies that the information submitted with this application, including any attachments, is true and accurate to the best of their knowledge and belief.

If this application is approved, the responsible party commits that the individual care coordinator approved to provide intensive and moderate care coordination in accordance Ohio Administrative Code Rule [5160-59-03.2 OhioRISE: Care Coordination](#) will receive additional individualized supervision and training per the requirements described in the rule until the full experience requirements outlined in the rule are met.

Responsible Party (*Signature*)

Date

LEGIBLE SIGNATURES ARE REQUIRED ABOVE.
Electronic signatures are acceptable.

All completed forms and attached resumes should be returned to OhioRISEClinical@medicaid.ohio.gov

For ODM or ODM's Designee's Use Only.	App #	This application is: <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
Name	Title	
Signature	Date	