 <b>UnitedHealthcare</b> Community Plan	DEPARTMENT: Case Management
LOCAL HEALTH PLAN: Louisiana	LINE OF BUSINESS: Medicaid
TITLE: Case Manager Orientation and Performance Management	NUMBER: NCM 010 RIDER LA 010
EFFECTIVE DATE: 01/01/2021	PAGE: <b>1</b> of <b>3</b>
REVIEWED: 02/09/08/2022	AUTHORIZED BY: CMO Louisiana

## I. PURPOSE/SCOPE

To describe the orientation process for new Case Managers and outline the ongoing monitoring and evaluation of compliance with performance expectations.

## II. DEFINITIONS

Refer to UnitedHealthcare Community and State Standard Definitions

## III. POLICY

All Case Management staff will attend a formal orientation program. New employee orientation is provided by the Training Team and the staff member's Manager. Once orientation is complete, performance will be monitored via an auditing process. Each case management staff member will receive ongoing performance feedback and coaching to assure compliance with policies and procedures.

## IV. POLICY PROVISIONS<sup>[KF1]</sup>

A. Case Management Orientation: The roles, responsibilities, and expectations of the Case Manager are covered during their new hire orientation program. This program covers the initial period of employment and is intended to supplement the UnitedHealthcare new employee orientation. As a part of this orientation process new staff are required to perform the following:


1. Complete all required new employee forms and required web-based courses

1.2. The UHC Case Managers must complete all required Louisiana Department of Health and Hospitals (LDH) trainings as outlined in the contract and the Department of Justice (DOJ) Agreement Companion Guide.

2.3. Review departmental specific information, with the assistance of the Manager and training team:

- a. Case Management training materials detailing Case Management process and responsibilities; and
- b. Access to policies, procedures, job aids and Case Management Program Descriptions; and
- c. Resource Directory.

3.4. During orientation, the staff member will be trained on use of the case management system, case management telephone system, as well as other software and resource tools necessary for the position.

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**4.5.** Upon completion of orientation activities, the staff member will be assigned cases and will be mentored by a peer case manager.

**5.6.** Caseloads and work queues will be monitored, and caseloads will be adjusted as needed.


**6.7.** Case audits will be performed monthly during the orientation period to assure compliance with process.

**7.8.** Ongoing training programs for Case Managers will be facilitated by the Training Team at predetermined timeframes.

**B. Performance Management:** Performance management will include ongoing case audits as well as a formal annual performance review.

- 1.** Ongoing case audits are conducted on cases from each Case Manager's caseload. Audits are conducted utilizing a standardized tool which evaluates appropriate documentation of data and compliance with established time frames and processes. [\(2.7.10.6\)](#)
  - a.** Chart audits are conducted monthly
  - b.** Feedback is provided to each Case Manager on audit results to enhance their skills to meet documentation standards
  - c.** For those staff members who fall below an established threshold, a performance management plan including additional training will be put in place.
- 2.** Each case manager receives a formal annual performance evaluation which is a comprehensive evaluation of the staff member's performance.

## **V. REFERENCES: N/A**

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EFFECTIVE DATE: 01/01/2021	PAGE: <b>3</b> of <b>3</b>
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#### VI. APPROVED BY:



March 07, 2022

Julie Morial, MD  
Chief Medical Officer  
Louisiana Community and State

Date



March 07, 2022

~~Nicole Thibodeaux~~ LaMonica Johnson, DNP,  
MHA, RN-BSN CCM  
Interim Director of Clinical Services  
Louisiana Community and State

Date

#### VII. REVIEW HISTORY:

Effective Date	Key update from Previous Version	Reason for Revision
12/29/2021	Revision date update. Format corrections.	Annual Review-
02/09/2022	National policy review. Added language to B1B for clarity.	Periodic <del>review-</del> <u>Review</u>
<u>09/08/2022</u>	<u>No Changes</u>	<u>Readiness Review</u>