



REM Program Overview

Supports Planner Meeting
April 20, 2016



RARE AND EXPENSIVE (REM) CASE MANAGEMENT PROGRAM

- REM Program Background
- Eligibility for REM
- Intake Process
- REM Case Management
- REM Quality Improvement
- Medicaid Services
- REM Contact Information



REM PROGRAM BACKGROUND

- Program began on July 1, 1997
- Arose from concern that Special Needs Children are the most vulnerable population in Medicaid
- Allows families to assemble their own panel of specialists
- Offers case management services and optional services
- Is voluntary



REM ELIGIBILITY

- Must have active MD Medical Assistance and be HealthChoice eligible
- 302 REM ICD-10 diagnoses, primarily pediatric conditions, and other chronic medical conditions
- Guidelines are provided for required documentation for each diagnosis
- Age limits on diagnoses, but many diagnoses are eligible through age 64



INTAKE PROCESS

- Referral may be made by the MCO, PCP, recipient, caregiver/guardian, specialist, etc.
- Completed Intake Referral form and supporting documentation must be submitted to the REM Intake Unit.
- Once application is complete, a decision is made within 5 days.



INTAKE PROCESS (cont.)

- All denials are reviewed by the Medical Advisor.
- Processed 900 REM applications during FY 2015
- 561 were enrolled in REM
- 4,296 REM participants as of June 30, 2015.
- 76% of REM participants are under the age of 21.



REM Case Management Services

- State-wide case management services.
- Provided by registered nurses or licensed social workers.
- All REM Case Management Services provided by
The Coordinating Center (410-987-1048)



REM Case Management Services (cont.)

- Case Management Services include:
 - Assessment of REM participant's needs
 - REM participant/family education and family support services
 - Development of a plan of care in consultation with primary care and specialty providers, the REM participant and family.
 - Coordination of services, monitoring of service delivery
 - Encourage EPSDT eligible REM participant and family to receive scheduled EPSDT services in accordance with the periodicity schedule.



REM Case Management Services (cont.)

- Assist in gaining access to all medically necessary services
- Assist the REM participant in coordination of school health related services with the local school system responsible for implementing a REM participant's Individualized Education Plan, or the local infants and toddler program responsible for implementing the Individualized Family Service Plan
- Monitor and update the case management plan



REM Case Management Services (cont.)

- When necessary, assist with transition of services back to the MCO
- The frequency of case manager contact with the REM participant is determined by the recipient's level of care
- Case management contact includes include both face to face on-site and telephonic case management services




Goal of REM Case Management

- The main goal of the REM case manager is to help the REM participant navigate the healthcare system so he/she receives the best possible healthcare. This is done by evaluating their needs and developing a plan of care to address those needs.



Available Medicaid Services

- Standard Medicaid fee for service benefits including dental and vision services for children <21 y.o.
- May see any provider who is a Medicaid fee for service provider, no referrals required.
- No pharmacy co-payments required for children.
- REM participants >21 y.o. are eligible for a yearly eye exam.



Available Medicaid Services (cont.)

- REM Optional services
 - Expanded Medicaid benefits that REM participants may be eligible for.
 - Current services include adult private duty nursing, shift home health aid, nutritional supplements, nutritional counseling, physician's participation in MDT meeting, adult chiropractic, adult occupational therapy, and adult dental services.
 - Services must be medically necessary and may require preauthorization.

REM Contact Information

- REM questions, inquiries about REM eligibility, status of referrals, name of REM case manager, complaints, etc:

REM Intake 1-800-565-8190

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Division of Children's Services
Rare and Expensive Case Management (REM) Program
201 W. Preston Street, Room 210
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<https://mmcp.dhmh.maryland.gov/longtermcare/SitePages/REM%20Program.aspx>