

## Whom do I contact if I have more questions?

- Targeted Case Manager assigned to your case
- Kansas Department on Aging  
1-800-432-3535  
[www.agingkansas.org](http://www.agingkansas.org)
- Laura Graham, Kansas Department on Aging  
TCM-FE Program Manager  
785-296-7195
- Krista Engel, Kansas Department on Aging  
HCBS/FE Provider Manager  
785-296-0385



*The Kansas Department on Aging (KDOA) does not discriminate on the basis of race, color, national origin, sex, age or disability. If you feel that you have been discriminated against by KDOA or any KDOA funded program, you have the right to file a complaint with KDOA. 1-800-432-3535 (TTY: 1-800-766-3777)*

April 2009

KANSAS DEPARTMENT ON AGING

# Targeted Case Management



## **What is Targeted Case Management for Frail Elderly customers (TCM-FE)?**

As a customer receiving Home and Community Based Services for the Frail Elderly (HCBS/FE) waiver you will also receive TCM-FE services. TCM-FE services are defined as those case management services that will assist you in gaining access to medical, social, and other needed services.

### **Freedom of Choice**

As a customer receiving TCM-FE services you have the freedom of choice to receive these services from the qualified case management provider of your choice.

If you are dissatisfied with your service you may change TCM-FE providers at any time as long as there are additional TCM-FE providers available. For a list of case management providers in your area, contact: Kansas Department on Aging at 1-800-432-3535 or visit KDOA's website at [www.agingkansas.org](http://www.agingkansas.org)

You also have the option to remain with your current provider and request another case manager, when your dissatisfaction is specified to the case manager.

## **What will the service provide?**

TCM-FE services allow four core components to be provided to you to assist you in gaining access to in-home services. These core components consist of:

- assessment,
- plan of care development,
- referral and related activities, and
- monitoring and follow-up activities.

Assessments are completed to determine your service needs. Plan of care development outlines those services needed in your home to address your medical, social and other service needs. Referral and related activities are those tasks that link you with other programs and services. Monitoring and follow-up activities are tasks and contacts to ensure your plan of care is implemented and adequately addresses your needs.

## **How is this service funded?**

The service is funded as a Medicaid State Plan service using Medicaid federal funds and State match. There are no fees involved that you would be responsible for paying in order to receive TCM-FE services.