



MEMORANDUM

TO: Mid-South Treatment Providers
FROM: Gary VanNorman, Executive Director
CC: MSSAC Staff
DATE: January 28, 2011
RE: Case Management Services Procedures

The enclosed document, *Case Management Services Procedures*, is an easy-to-use guide that clarifies past communications from Mid-South and is organized according to type of funding reimbursement. Therefore, you will find relevant information if you are being reimbursed at a fixed unit rate, if you are a women/families specialty service program, and if you receive performance-based reimbursement. To assist you, providers are identified under each section.

This document explains Mid-South's expectations, authorizations, discharges, CareNet entry, and client file documentation, in addition to scenarios that will clarify steps to take within each contract type. Review of this document was provided by some of our providers and revised accordingly. We encourage any further comments for future considerations in altering processes.

Should you have any questions, please contact Jeanne Diver at (517) 853-0495, extension 111, or via e-mail jdiver@mssac.com.

Thank you.

Enclosure