

# CFP TECHNICAL ASSISTANCE BULLETIN

## CASE SPECIFIC SUPERVISION

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### **Background**

At any point during the provision of case management services, staff may need support, direction, and guidance to overcome specific case management barriers. The AIDS Institute's Bureau of Community Support Services (BCSS) recommends and encourages structured, problem-focused and solution-oriented discussion between the supervisors and case managers. These discussions are intended to help move clients forward.

### **Program Standards and Guidance**

Billable case specific supervision is between a case manager and the program director or other similar supervisory staff. Discussions among case management team staff, (case managers, case management technicians, and community follow-up workers) or case direction within case management teams is **not** considered case specific supervision, and therefore **not** a billable activity.

Billable case specific supervision is an encounter that is problem-focused, and requires the clinical expertise of a supervisor to move a difficult case forward. Generally case specific supervision is needed when a case manager attempted to address a specific problem without success, or there is an emergency that requires the advice of a supervisor. As a billable activity, the case manager must meet with supervisory staff to discuss the issue and receive guidance that moves the case forward and results in a plan of action. The encounter must be documented in the case record and the service plan updated.

Details of the case supervision must be specific and substantiate the amount of time billed, and the documentation must be approved and signed by a supervisor. If other case management staff participate in the case specific review, only one staff person may bill for the case specific supervision.

### **Billable Case Specific Supervision requirements:**

- Case specific supervision is between a case manager and supervisory staff. Other case management staff may participate and contribute, but only one staff person may bill for the case specific supervision session.
- Case specific supervision is problem-focused, requires case specific analysis, and recommendations are plans of action that must be reflected in a service plan.
- Case specific supervision may pertain to a crisis situation.
- Case specific supervision must be documented in progress notes or separate forms in chronological order, and must be signed by supervisory staff.

### **Non-billable Supervision includes:**

- Supervision regarding case record documentation, e.g., incomplete assessment or reassessment information, suggestions on service plan development, or other QA issues.
- Resource information, routine suggestions or staff support.
- Training
- Peer review, QA activities, or discussions between or among case management staff.
- Regular staff supervision or chart review.