

## **Appendix B: Recommended Training Topics for CCA and IDOA to consider offering:**

### **New Care Coordinators:**

- More hands on training with the DON
- How to develop a case plan for the client. Using available resources and connecting a client to them.
- Medicaid/PSI, REDEs, appeals
- Housing information
- CERA follow up and reporting
- CFC- SLPs, hospitals, conversions, Level II PASRR
- ECCPIS/PSS/CMIS (How To's)
- Odor/hoarding situations
- Non-exempt assets and examples, shared assets
- Policies
- ECCPIS, PSS, CERA
- Types of assessments- interims, out of area interims, TSI, initial, REDEs, POC adjustments
- Time management
- Prioritizing outstanding lists
- Timelines
- How to write a casenote
- What are community based services
- Admin Code and how to use it
- Accessing and using PIMs
- Case management concepts and best practices
- Demonstration videos for a CCP assessment and pre/post assessment work
- IC and IM- guidelines and examples

### **On-going training topics for care coordinators**

- Medicaid training for dual eligible, how to use the ABE and paper applications, DHS letters what do they mean
- Financial documents- how to understand the documents, what to count and what not to count
- Available resources (caregiver, HDMs, sr center)
- Safety
- Self-care
- Time management
- Stress management
- Difficult clients
- MOUs
- Time for tasks
- Low DON score denials/terms
- Appeal process
- Policy changes
- Timelines- EDD, notification of providers, processing, MOUs, appeals
- Billing codes and how they are used. Completing the CAT
- What do auditors look for in a file- base the file on that

### **Training topics for new supervisors**

- Managing staff- best practices
- How to be a supervisor
- Switching from co-worker to supervisor role
- Curriculum for supervisors and their duties
- Ongoing policy update trainings
- Management of staff
- Evaluations, trainings, tools for team member goals/growth
- Supervisor mentoring program, supervisor meetings
- CMIS
- UMP
- NASA
- eCCPIS
- How to motivate your CCs and keep them even if there is more money elsewhere

- List of responsibilities
- Best practices
- Common audit issues

**Training topics for processing staff or care coordinator assistants**

- CMIS billing
- What CCs do and why
- Community resources
- Quarterly monitoring calls (not all CCUs do these???)
- Billing rejects
- Authorizing follow ups
- PSS
- IDOA acronyms
- List of responsibilities and what they can/can't do)

**Other training topics**

- Documents needed to prove citizenship
- Housing
- DRS/other waiver services
- Mental health issues
- Medicaid
- Medications
- Common medical problems
- Cultural diversity
- Handouts on time management, case load management, best practices
- Best practices
- How to manage your case load
- How to's linked in TTP for staff to use when needed
- Checklist reminders for each assessment type
- Aging Cares network
- LRIs Legally responsible individuals
- Immigration
- Resource referral
- Mental health/ behavior management, TBI, hoarding
- Safety training