

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
BISMARCK, NORTH DAKOTA
September 7, 2017**

IM 5314

TO: Directors, County Social Service Boards

FROM: Nancy Nikolas Maier, Director, Aging Services Division

SUBJECT: Face to Face Case Management Requirement

PROGRAM(S): Medicaid State Plan – Personal Care services 535-05

EFFECTIVE: Upon Receipt of this IM

RETENTION: Until Manualized

**SECTIONS
AFFECTED:** 535-05-35

The purpose of this IM is to clarify the process regarding the face to face requirements for individuals who may be out of state for other medical services.

Case Management 535-05-35:

The State Medicaid Agency may waive the face to face requirement for case management services, based on specialized health care situations that may require a recipient to be out of state for other medical services. Any waiver of this requirement will require special approval from the HCBS Program Administrator.