Case Closure: What Is It?

Definition: The process that occurs when clients who are no longer engaged in active medical case management services should have their cases closed. This includes a case closure summary and narrative documented with the following graduation criteria:

• Client completed medical case management goals
• Client is no longer in need of medical case management services (client is capable of resolving needs independent of medical case management assistance)
Case Closure: When Does It Happen?

Common Reasons for Case Closure

Client...
- is referred to another MCM program
- relocates outside of service area
- chooses to terminate services
- is lost to care or does not engage in service
- is incarcerated greater than 6 months
- death
Case Closure: When Does It Happen?

30 DAYS  30 DAYS
Possible Client Options

- MCM
- Transportation
- Referral H. Care
- N-MCM
- EFA
Performance Measures

• Closed cases must have documentation stating the reason for closure and a brief closure summary
• Closed cases must have documented supervisor signature/approval
• Clients must be notified about case closure (or the attempt must be made)
• Closed files should show documentation that other service providers were notified, as necessary
• Clients should be left with contact information and process for reestablishment, all documented in primary client record