



# CM to CM Transfer of Individual Files

When transferring an Individual's file to another case manager, the following checklist must be completed, and supervisory approval obtained.

\* Required

\* This form will record your name, please fill your name.

1. Individual's HIPAA Name: \*

2. Current CM: \*

3. New CM: \*

4. Call the Individual/family/guardian to notify them of CM change. Do NOT text or email. \*

- ☐ Explain why the transfer is taking place.
- ☐ Offer choice.
- ☐ Offer supervisor contact information.
- ☐ Provide new CM name and contact information, if known.
- ☐ Inform them that new CM will be contacting them in the near future.

5. Email all IST members to inform them of CM change. \*

- ☐ Copy new CM, if known.
- ☐ Introduce new CM, if known, and provide their email and phone number in body of email.

6. Update PCISP if it is outdated or has not been updated in the past 6 months. Email updated PCISP to IST. \*

- ☐ PCISP has been updated and emailed to IST.
- ☐ PCISP update not needed at this time.

7. Update CCB if needed and email NOA to IST. \*

- ☐ CCB updated and NOA emailed to IST.
- ☐ CCB update not needed at this time.

8. Complete LOCSI if it will expire prior to the next scheduled quarterly meeting. \*

- ☐ LOCSI completed.
- ☐ LOCSI not due at this time.

9. Upload any outstanding forms (signature pages, HIPAA, pick lists, etc.) to Individual's Document Library. \*

- ☐ All documents are uploaded.

- ☐

Other

10. If an annual meeting was held by the outgoing CM, complete the annual CCB and PCISP. Distribute NOA and PCISP accordingly. \*

- ☐ Annual CCB is completed.
- ☐ NOA has been distributed.
- ☐ Annual PCISP is completed.
- ☐ Annual PCISP has been distributed.
- ☐ Annual meeting was not held.

11. Ensure that all follow-up tasks for most recent meeting have been completed (case note, monitoring checklist, signature pages uploaded). \*

- ☐ All follow-up tasks are completed.
- ☐
- Other

12. Ensure the Individual's case notes contain the date/time/location of next meeting. \*

- ☐ Case notes contain date/time/location of next meeting.
- ☐
- Other

13. If Individual has an open IR, file appropriate follow-up and inform new CM of status. If Individual does not have an open IR, please enter "N/A". \*

14. If Individual has an open Transition, ensure transition activities/information are up to date. \*

☐ Transition activities/information are up to date.

☐ No open Transition.

☐

Other

15. Is there an open and/or ongoing BMR/BRQ in process? If so, please explain. \*

☐ No open/ongoing BMR/BRQ in process.

☐

Other

16. Ensure that the Individual's Relationship Screen on their Profile is up to date with ALL team members. \*

☐ All relationships are up to date.

☐

Other

17. Ensure that the Individual's Living Arrangement on their Profile is correct. \*

☐ Living Arrangement is correct.

☐

Other

18. Ensure that all outstanding issues for the case are addressed. \*

☐ All outstanding issues have been addressed.

☐

Other

19. Case note all of the above activities. \*

☐ All of the above activities are case noted.

☐

Other

20. Pertinent information about the individual's case has been relayed to the appropriate staff. \*

- ☐ I have completed call with the ongoing CM.
- ☐ I have emailed Training Coordinator necessary information to be provided to the new hire.

21. Current CM commits to attending/facilitating Individual's next meeting if being transferred to a new hire and meeting is scheduled within first 30 days of new hire's employment (new hire will shadow meeting). \*

- ☐ Yes
- ☐ No

22. Current CM commits to being available to new CM for help, questions, etc., that may come up with Individual, especially during the first 30 days post-transfer. \*

- ☐ Yes, for 30 days
- ☐ Yes, ongoing Advocate
- ☐ Yes, ongoing Team Member

23. Current CM digital signature: \*

