

LTC Program Benchmarks for New Employees



Staff:

Date of Hire:

30 Day Benchmarks:	Met	Notes or Additional Training Needs
Should have completed review of the policies & procedure manual, MI Choice Chapter of Medicaid Policy and possess a general understanding of program requirements.		
Complete all online trainings (see orientation agenda for specific list)		
Shadow other Supports Coordinators on assessments and reassessments (minimum of 4 initial assessments and 2 reassessments within the first 30 days).		
Should have studied Program Handbook and become familiar with contents of client information folder.		
Completed NFLOCD training and have clear understanding of medical eligibility requirements.		
Social Work should have completed in person Medicaid training with the LTC Quality Improvement Manager.		
60 Day Benchmarks:	Met	Notes or Additional Training Needs
Should be able to effectively explain the MI Choice/Care Management program and explain to participant the purpose for each piece of information in UPCAP's informational folder.		
Should be able to successfully conduct the NFLOCD with the participant without assistance.		
Social Work should be able to determine who is financially eligible for MI Choice Program. Should know how to navigate Medicaid on-line manuals (BEM) to find answers. May still feel need to consult regularly with another Supports Coordinator or Medicaid Specialist.		
Clear understanding of assessment process and be able to complete Compass assessment and PCSP.		
Be familiar with service agencies in your area that UPCAP contracts with, and be able to make appropriate referrals.		
Be able to complete work orders , understand when and where they go.		
Understand purpose and schedule for 2 Week Follow-up Calls . Regularly meets deadlines.		
Understand purpose for Monthly Contacts , regularly meets deadlines.		
General understanding of data systems (Compass & CHAMPS).		
Maintain a primary/secondary caseload		

90 Day Benchmarks:	Met	Notes or Additional Training Needs
Demonstrate ability to meet reassessment deadlines , understand process, how to follow up on issues identified at reassessment in a timely manner.		
Should have reviewed information on Veterans Directed Program and understand difference between all programs.		
RN's should have basic knowledge of Medicaid and Medicare as well as what each program covers in terms of services.		
6-Month Benchmarks:	Met	Notes or Additional Training Needs
Should be able to work independently when planning daily and weekly schedule in order to meet deadlines.		
Understanding of what constitutes a Critical Incident and is familiar with on-line reporting tool.		
Should have reviewed information on MHL/UPHP and begin taking MHL referrals. Be able to follow through with referral to completing required assessments, arranging services and communicating with UPHP care managers.		
Should have a general understating of Altruista, including uploading documents, entering progress notes and messaging UPHP Care Managers.		
12-Month Benchmarks:	Met	Notes or Additional Training Needs
Should feel a high level of confidence in working independently in all LTC programs .		
Should be able to demonstrate ability to clearly explain all UPCAP LTC programs to clients and families and other outside organizations.		
Should be consistently meeting deadlines .		
Quality of Work should be consistent where supervisor does not feel need for any major improvements in performance.		