



Case Management Agency Questions

Administrative

Did the Agency submit a current Business License?

Did the Agency submit a pictures of their posted office hours that verifies that the agency has a physical place of

Did the Agency submit an employee handbook that outlines the minimum requirements for service provision?

Did the employee handbook include the fragrance-free policy?

Did the employee handbook include a dress code?

Did the agency submit a written back-up plan?

Did the agency submit a current organizational chart?

Did the agency submit the current caseload totals for all identified case managers?

Did the agency submit a current worker's compensation insurance certificate with SCDHHS listed as a certificate

Did the agency submit a current general liability insurance certificate with SCDHHS listed as a certificate holder?

Is CM address current in Phoenix?

Staffing

Did Case Manager meet minimum experience and education requirements to provide case management services?

Did Case Manager have current background check submitted?

Did agency complete the Office of Inspector General (OIG) Exclusions list check?

Did agency maintain documentation of all in-service training?

Does CM have a valid driver's license?