

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)



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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



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Case Closure: When Does It Happen?



30 DAYS

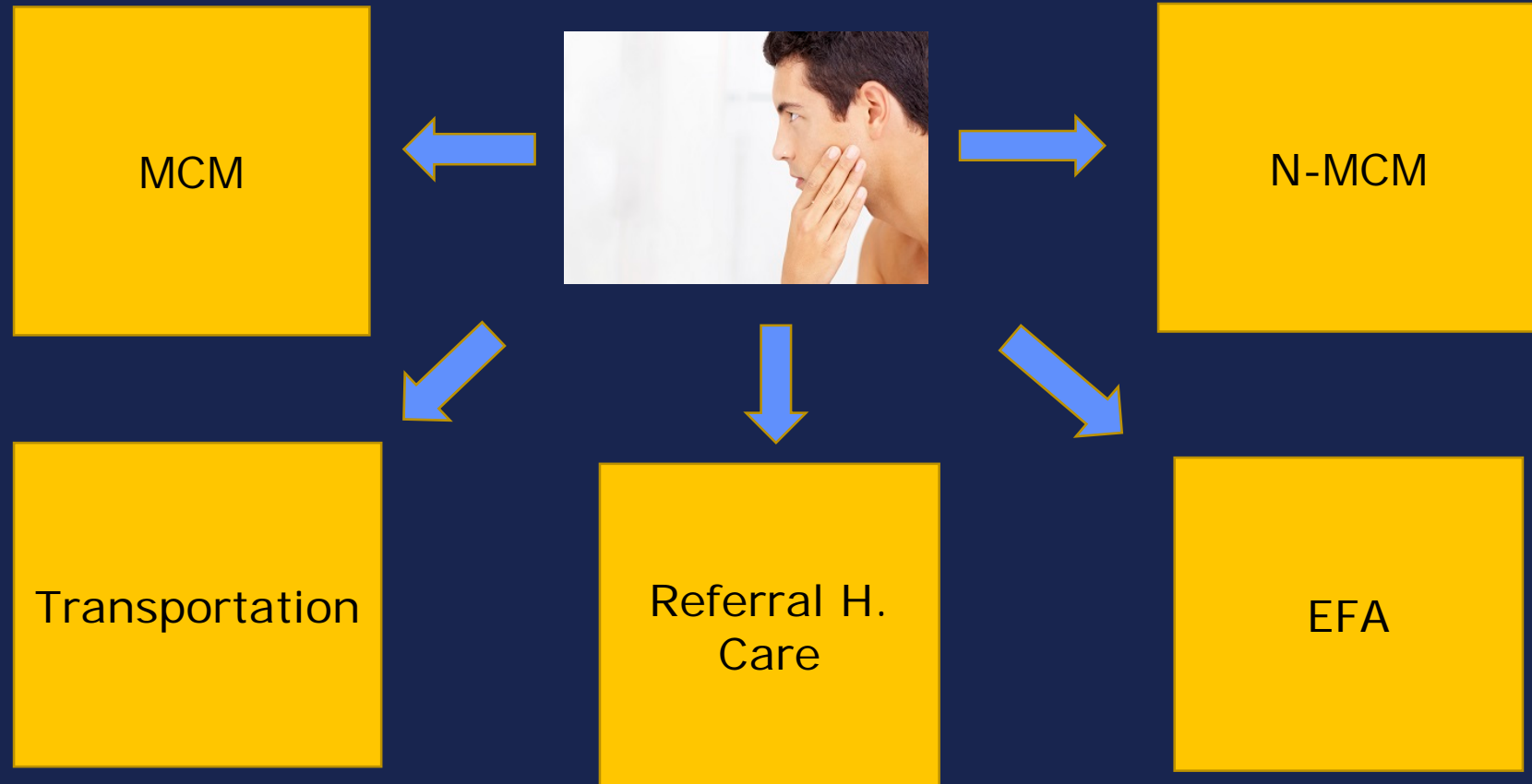
30 DAYS



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Possible Client Options



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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



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