



## Verification of Education and Experience for Tailored Care Management Staff

### What is it?

Care Management Agencies (CMAs) and Advanced Medical Homes Plus (AMH+s) are responsible for vetting all their staff hired to provide Tailored Care Management for members. This includes properly verifying education and experience requirements for care managers, care manager extenders, and care manager supervisors.

### Why is it helpful?

Verifying and documenting the verification of education and experience requirements in the personnel record of all your staff will help you have complete personnel records for your staff and will provide necessary supporting documentation during future monitoring or audits.

### How is it done?

Whenever possible, use primary source verification (PSV). Per the joint commission, PSV is defined as "verification of an individual practitioner's reported qualifications by the original source or an approved agent of that source. Methods for conducting primary source verification of credentials include direct correspondence, documented telephone verification, secure electronic verification from the original qualification source, or reports from credentials verification organizations."

- Education may be verified via PSV (i.e., directly from the educational institution), or by obtaining a copy of the employee's diploma/degree and/or transcript. Any documentation used for verifying education must include the date of graduation. If using a copy of a degree to verify education for a care manager or supervising care manager, the degree must include the type of degree earned and field/major.
- Experience must be verified via PSV (i.e., direct contact with prior employers). Verify the position(s) held, the function/capacity of that position, the population served, the length of time in each position, and if the position was full or part time. Note that **to qualify as experience required to provide Tailored Care Management, the individual must have direct experience working with the BH and/or I/DD population** (for example, experience driving a bus or as an administrative professional at a behavioral health agency would not count towards required experience).

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- Extenders may have lived experience to meet the qualifications of the position. Lived experience must also be documented in the record. The documentation should include details of the lived experience, such as the specific disability. If the extender is a parent/guardian of an individual with an I/DD, a TBI, or a behavioral health condition, verification documentation should include the specific disability and how long the staff has been a parent/guardian of the individual.

## Additional Tips:

- Determination of experience with the population should be focused on the functions and tasks performed in prior employment/positions that correspond to the functions and tasks required by Tailored Care Management.
- If experience is required with “the population being served” (such as care manager supervisors), the employee must have prior experience working directly with members of the same disability group (BH or I/DD) and age group/developmental level as the members who will be provided Tailored Care Management.
- Experience should be calculated as full-time equivalent (FTE). For example, if someone has worked for four years in a part-time qualifying role, that would equal two years of experience.
- If verifying education or experience via telephone with the primary source (i.e., educational institution or prior employer), the documentation should include the name of the person who made the inquiry, the name and position of the person who provided the information, and the date the verification was obtained.
- **It is the responsibility of the employer to complete PSV for both education and experience, not the employee.**
- Remember to document all verifications conducted in the personnel record of the applicable staff person.
- In addition to verification of education/experience, CMAs and AMH+s must complete all background checks required by North Carolina rules and regulations, including criminal history record checks (G.S. Chapter 122C) and health care personnel registry checks (NCAC 10A 27G .0202)

## References:

Joint Commission Website  
 NC DHHS State Implementation Update #37, Appendix A, (12/3/07)  
 North Carolina General Statutes Chapter 122C-80  
 North Carolina Administrative Code Chapter 10A 27G .0202(b)(4)