

Care/Case Management

See also: [Caregiver Resources](#) and [Caregiver Issues](#)

Care or case management (the terms are used interchangeably) is a specialty occupation that has emerged in recent years from roots in hospital discharge planning and social work casework. Driven by rising costs of healthcare and public welfare programs, insurance executives and public policy makers have found ways to impose limits on spending in health and social services through enrollment and eligibility requirements. Providers, such as health care institutions and local government health and social service agencies, must operate within these financial limits. To do so, they hire case/care managers to assess the needs of clients or patients, develop a plan of services to meet those needs, arrange and monitor delivery of services, and evaluate the effectiveness and need for continuation of services.

In the private sector, geriatric care managers serve as consultants for families with dependent older adults or as contracted agent representatives for corporate employee benefit services. Clients often live in a different geographic area than the family member needing services and which increases their need for counseling and assistance in planning and procuring supportive services. Web sites on this page help define this new profession and practice, describe organizations that represent its professional development, and include select examples in a variety of work environments.

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Definition/Standards

Care or Case Management

(Help Guide)

http://www.helpguide.org/elder/care_management.htm

What is a Geriatric Care Manager?

(National Association of Professional Geriatric Care Managers)

<http://www.caremanager.org/gcm/ProfCareManagers1.htm>

Frequently Asked Questions about Geriatric Care Management

(Geriatric Care Managers New England)

<http://www.gcmnewengland.org/faq.html>

Geriatric Care Management

(Senior Mag)

<http://www.seniormag.com/services/caremanager.htm>

Geriatric Care Managers: A Profile of an Emerging Profession

(Public Policy Institute, AARP)

http://research.aarp.org/il/dd82_care.html

Medicaid Managed Care: Access Standards

(National Health Law Program)

http://www.healthlaw.org/pubs/mc1996fact_access.html

Elderly Case Management Services

(Virginia Department of Medical Assistance Services)

http://199.26.189.162/manuals/ECMS/ecms_toc.htm

Hospital Discharge Planning

Hospital Discharge Planning

(Citizens for Better Care)

http://www.cbcmi.org/publications/hospdsch_fs.htm

Hospital Discharge Planning: Helping Family Caregivers Through the Process

(National Alliance for Caregiving)

[http://www.caregiving.org/Discharge Planner_final.pdf](http://www.caregiving.org/Discharge%20Planner_final.pdf)

Essential Resources for Discharge Planning

(National Health Care for the Homeless Council)

<http://www.nhchc.org/discharge/discharge.htm>

Cultural Competence Clinical Standards and Implementation Guidelines - Discharge Planning

(Western Interstate Commission for Higher Education)

http://www.wiche.edu/MentalHealth/Cultural_Comp/ccsasian21.htm

Organizations

American Case Management Association

<http://www.acmaweb.org/>

Case Management Society of America

<http://www.cmsa.org/>

Case Management Society of Australia

<http://www.cmsa.org.au/>

Commission for Case Management Certification

<http://www.ccmcertification.org/>

Florida Geriatric Care Managers Association

<http://www.fgcma.org/>

Geriatric Care Managers of New England

<http://www.gcmnewengland.org/>

National Association of Professional Geriatric Care Managers

<http://www.caremanager.org/>

Training

Case Management in An Aging Society

Sixth International Conference on Case Management

<http://www.asaging.org/icm/03/index.html>

Case Management Diploma Program

(McMaster University – Canada)

<http://www.mcmaster.ca/conted/case.html>

The Case Management Certificate Series

(University of Wisconsin)

http://www.dcs.wisc.edu/pda/hhi/aging/case_management_certificate.htm

Case Management in Social Service Practice

(University of Kansas)

<http://www.socwel.ukans.edu/syllabi/Fall00/sw611.htm>

Case Management and Hospice Care

(Columbia University)

http://cpmnet.columbia.edu/dept/dental/Dental_Educational_Software/Gerontology_and_Geriatric_Dentistry/case_management/case_mgt_index.html

Case Management Certificate Program

(LTU Extension)

<http://www.iuniversityonline.com/courses/nursing/nursing.html>

Case Management

(Loma Linda University)

<http://www.llu.edu/llumc/nursing/casemanagement.htm>

Certification for Case Management Administrators

(Center for Case Management)

<http://cfcm.com/resources/certification.asp>

Professional Directories

Find a Care Manager

(National Association of Geriatric Care Managers)

<http://www.caremanager.org/gcm/FindManager.htm>

California Registry of Geriatric Care Managers

(California Registry)

<http://www.calregistry.com/resources/gercse.htm>

Florida Geriatric Care Managers

(Florida Geriatric Care Managers Association)

<http://www.fgcma.org/scountysel.asp?sc=10>

Caremanagementjobs.com

<http://www.casemanagementjobs.com/>

Resources

Case Management Resource Guide

(Dorland Healthcare Information)

<http://www.cmrg.com/>

Care Management Resource Guide of National and Regional Networks

http://www.cmrg.com/cmrg_cfmfiles/sn.cfm

Continuing Care

(Stevens Publishing)

<http://www.ccareonline.com/index.html>

Client Tracking Software for Aging

(Summit Technologies)

http://www.summit-tsi.com/website_files/pages/Products/aging.htm

Research and Evaluation Reports

Single Entry Point Systems: State Survey Results (August 2003)

(Center for State Health Policy, Rutgers University)

http://www.nashp.org/Files/SEP_Report_08.29.03.pdf

Geriatric Care Managers: A Profile of an Emerging Profession (Nov. 2002)

(Public Policy Institute, AARP).

http://research.aarp.org/il/dd82_care.pdf

Care Management and Quality Assurance Under Long Term Care Insurance

(Center for the Advanced Study of Aging Services, University of California at Berkeley)

<http://cssr.berkeley.edu/aging/pubdetails.asp?name=care>

Case Management in Long-Term Care Integration: An Overview of Current Programs and Evaluations, November 2001

(Center for the Advanced Study of Aging Services, University of California at Berkeley)
<http://cssr.berkeley.edu/aging/pubdetails.asp?name=case>

Case Management: Methods and Issues

(University of Maryland Center on Aging)

http://www.hhp.umd.edu/AGING/MMIP/TApapers/Case_Mgmt.pdf

Cost Effectiveness of Case Management Programs for the Elderly – May/June 2001

(Geriatric Times)

<http://www.geriatrictimes.com/g010531.html>

Care Coordination and Medicaid Managed Care: Emerging Issues for States and Managed Care Organizations – June 2000

(Mathematica)

<http://www.mathematica-mpr.com/PDFs/caresum.pdf>

Geriatric Case Management: Challenges and Potential Solutions in Managed Care Organizations: January 1999

(American Association of Health Care Plans)

<http://www.aahp.org/DocTemplate.cfm?Section=Prevention&template=/ContentManagement/ContentDisplay.cfm&ContentID=2169>

Improving the Care of Older Adults with Geriatric Conditions – February 2002

(American Association of Health Care Plans)

http://www.aahp.org/DocTemplate.cfm?Section=Care_Management&template=/ContentManagement/ContentDisplay.cfm&ContentID=3933

Best Practices in Coordinated Care

(Mathematica)

Summary - <http://www.mathematica-mpr.com/PDFs/bestsum.pdf>

Report - <http://www.mathematica-mpr.com/PDFs/bestpractices.pdf>

Care Management: Policy Considerations for Original Medicare

(Public Policy Institute, AARP)

http://research.aarp.org/health/ib38_care_1.html

The Role of Area Agencies on Aging in Providing Case Management Services to Florida's Elders, Report No. 96-80, April 1997

(Florida Legislature)

<http://199.250.17.18/reports/pdf/9680rpt.pdf>

The Business of Case Management Flourishing in the United States

(Association for Health Services Research)

<http://www.cresscare.com/articles/flourish.html>

Effects of Case Management and Community Services on the Impaired Elderly

(Office of Disabilities, Aging and Long Term Care, U.S. Department of Health and

Human Services (Note: Written in 1986 – a seminal piece in understanding the origin of case/care management)

<http://aspe.os.dhhs.gov/daltcp/reports/CASMANES.HTM>

A Simple Plan - Discharge Planning Improves the Odds

(Nurseweek.com)

<http://www.nurseweek.com/features/99-6/discharg.html>

A Comparison of Care Management Models for Three Client Groups

(Centre for Social Policy Research and Development, University of Wales)

<http://www.bangor.ac.uk/csprd/comparis.htm>

Care Management Organizations

(Wisconsin Department of Health and Family Services)

<http://www.dhfs.state.wi.us/LTCare/Generalinfo/CMOs.htm>

Rationing Case Management: Six Examples

(Assistant Secretary for Planning and Evaluation, DHHS)

<http://aspe.hhs.gov/search/daltcp/Reports/rationes.htm>

Service Examples Area Agencies on Aging

Arizona

Area Agency on Aging Case Management Program

(County of Cochise)

<http://209.180.126.252/CASS/AAA.htm>

California

Older Adults Care Management

(Institute on Aging)

<http://www.gioa.org/programs/oacm.html>

Illinois

A Good Look at Case Management

(Illinois Department of Aging)

http://www.state.il.us/aging/1news_pubs/onage15.htm

Case Management Services

(Illinois Department on Aging)

<http://www.state.il.us/aging/1athome/case-mgmt.htm>

Case Management

(Western Illinois Area Agency on Aging)

http://www.wiaaa.org/oa_services/case_mgmt.htm

Iowa

Case Management Program for the Frail Elderly

(Iowa Department of Elderly Affairs)

<http://www.state.ia.us/elderaffairs/living/cmpfe.html>

Care Management

(Hawkeye Valley Area Agency on Aging)

<http://www.hvaaa.org/caremanagement.htm>

Case Management for the Frail Elderly

(Siouxland Aging Services)

<http://www.siouxlandaging.org/cmpfe.htm>

Case Management Services for the Frail Elderly

(Generations Area Agencies on Aging)

<http://www.genage.org/casemanagement.html>

Kentucky

Case Management

(Knoxville-Knox County Office on Aging)

<http://www.kornet.org/ooa/service/caccasemanage.html>

Michigan

Care Management Program

(Region IV Area Agency on Aging)

http://region-iv.org/care_mgmt.html

Nevada

Case Management

(Division for Aging Services)

http://www.nvaging.net/grants/serv_specs/case_management1.htm

New York

Case Management

(Champaign Valley Agency on Aging)

http://www.cvaa.org/services_casemgt.shtml

Case Management

(Ulster County Office for the Aging)

<http://www.co.ulster.ny.us/aging/casemgmt.htm>

Oklahoma

Case Management for Senior Citizens

(Tulsa Area Agency on Aging)

<http://www.cityoftulsa.org/Community+Services/Tulsa+Area+Agency+on+Aging/socialservices.htm>

Oregon

Case Management System

(Multnomah County Aging and Disability Services)

<http://www.co.multnomah.or.us/ads/about/case.html>

Pennsylvania

Care Management Services

(Bucks County Area Agency on Aging)

http://www.buckscounty.org/seniors/area_agency_aging/care_management.html

South Dakota

Case Management

(South Dakota Aging and Adult Services)

<http://www.state.sd.us/social/ASA/Services/management.htm>

Tennessee

Case Management Services

(Chattanooga-Hamilton County)

<http://health.hamiltontn.org/CaseMgt.htm>

Case Management

(Knoxville0 Knox County Area Agency on Aging)

<http://www.kornet.org/ooa/service/caccasemanage.html>

Vermont

Advocacy/Case Management

(Council on Aging for Southeastern Vermont)

http://www.coasevt.org/services_case_management.html

Case Management Certification Procedures

(Vermont Department of Aging and Disabilities)

<http://www.dad.state.vt.us/dail/policies/casemngmtcertprocedures122801.htm>

Virginia

Case Management Department

(Lake County Area Agency on Aging)

<http://www.lcaaa.org/casemgt.htm>

Case Management Services

(Jefferson Area Board of Aging)

<http://www.jabacares.org/services/caseManagement.html>

Washington

Senior Case Management

(SW Washington Agency on Aging)

<http://www.irccv.org/swaa/ps-seniorcasemgmt.htm>

Case Management – Long Term Care and Aging

(Human Services Department, Snohomish County)

http://www.co.snohomish.wa.us/humansrv/LTCA_Case_Management.htm

West Virginia

Case Management Agencies

(Center on Aging, West Virginia University)

<http://www.hsc.wvu.edu/coa/linkage/agencies/casemgt.htm>

BMC: 11/24/03

Center for Communications And Consumer Services

U.S. Administration on Aging

Tel. 202-619-0724

FAX 202-357-3523

<http://www.aoa.gov> [AoAInfo@aoa.gov](mailto: AoAInfo@aoa.gov)