

**Welcome!**  
**The webinar will begin momentarily.**



Your microphone will be muted while presenters are speaking.



Use the chat throughout the presentation to ask questions. We will get to them during the Q&A.



Please keep your video off during the presentation to avoid distractions.



The webinar is being recorded and will be posted on the HCA website within a week.

# Reentry Targeted Case Management (rTCM): *Policy and client journey scenarios*

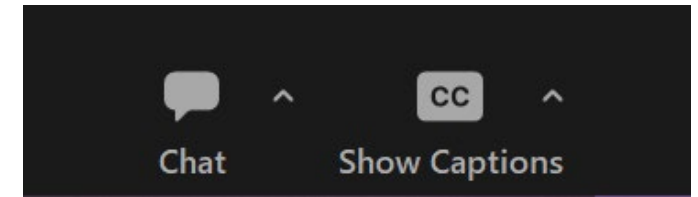
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**June 25, 2025**

# Welcome

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- ▶ We're recording this webinar and have muted all attendees.
  - ▶ Turn on live captioning with the "Show Captions" button.
- ▶ There will be time at the end for Q&A.
  - ▶ Submit comments through the "Chat" function.
  - ▶ We will hold all questions until the Q&A portion.
- ▶ HCA does not permit Artificial Intelligence (AI) note taking apps.
- ▶ Slide deck and webinar recording will be available at:
  - ▶ <https://www.hca.wa.gov/about-hca/programs-and-initiatives/medicaid-transformation-project-mtp/reentry-carceral-setting>



# Webinar Objectives

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Review Reentry Targeted Case Management (rTCM) requirements for the Reentry Initiative (10 mins)



Discuss example client journeys for rTCM service delivery (55 mins)

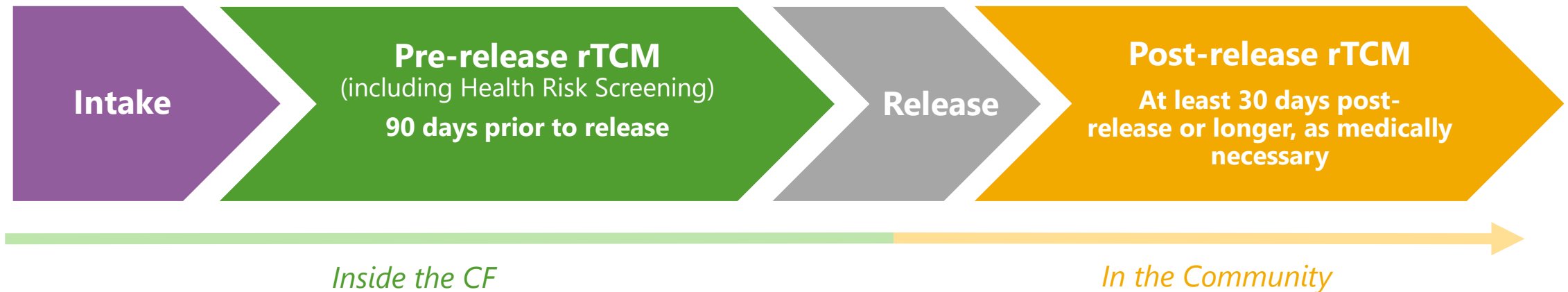


Q&A and discussion (20 mins)

# Overview of rTCM Policy

# Reentry Targeted Case Management (rTCM)

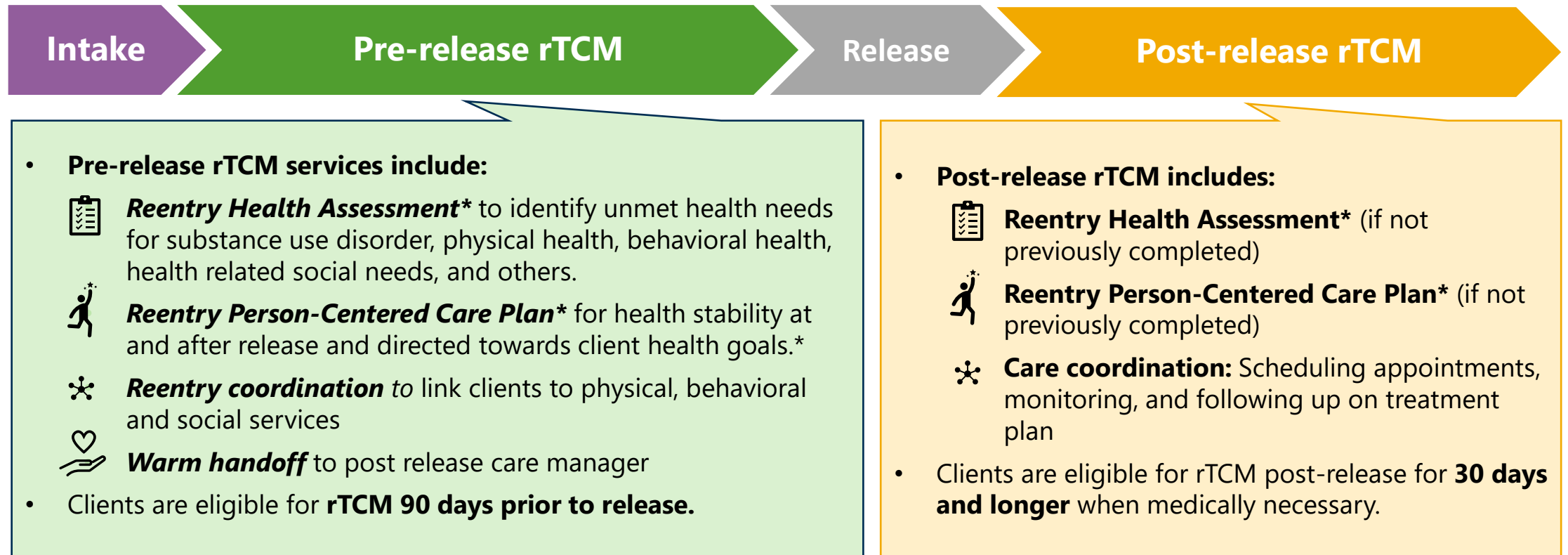
rTCM is a person-centered, recovery-focused approach to address the health of justice-involved Apple Health clients. Carceral facilities (CFs) must ensure delivery of rTCM in the pre-release period.



*Note: The rTCM benefit under the Reentry Initiative satisfies the requirements under the Consolidated Appropriations Act (CAA) of 2023 to provide specific case management services in the 30 days prior to release and for at least 30 days in the post-release for children/youth being held post-adjudication. The CAA required activities will be subsumed into rTCM.*

# rTCM steps

*rTCM services are intended to build upon existing services that CFs currently provide (e.g., health screenings).*



\*These activities require licensed rTCM care manager to complete and cannot be delegated to non-licensed provider. See slide 7 for more details.

# Eligible rTCM providers

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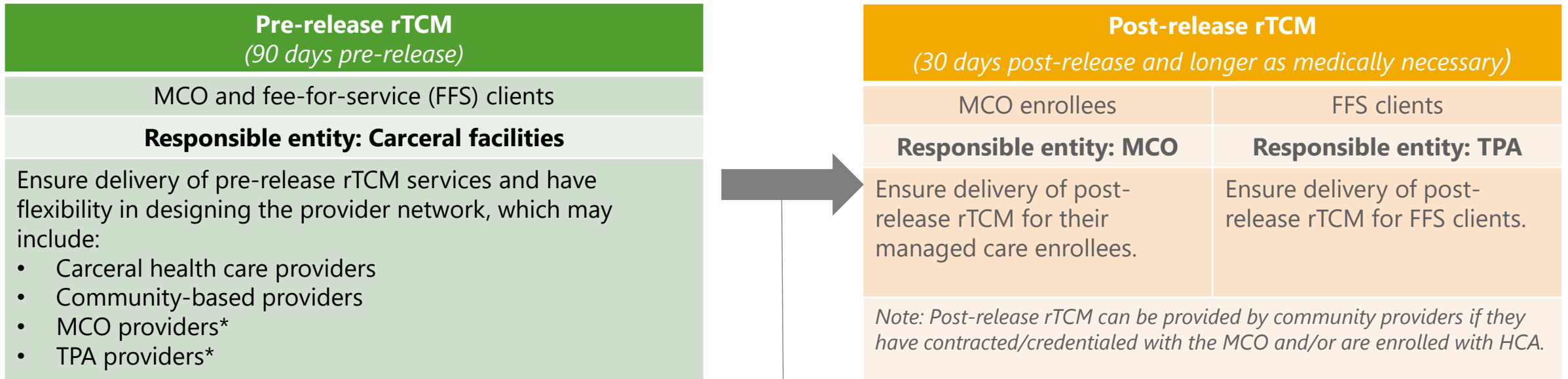
- ▶ Eligible rTCM providers, called **care managers**, include:
  - ▶ Clinical social workers
  - ▶ Mental health counselors
  - ▶ Marriage and family therapists
  - ▶ Registered nurses
  - ▶ Others as defined in the [Apple Health rTCM Billing Guide](#)

Note: All service providers, including in-facility staff, participating in Reentry Initiative must be enrolled as Apple Health providers in order to bill Apple Health for pre-release services.

rTCM care managers can delegate tasks (e.g., scheduling post-release appointments) to a non-licensed staff person, as clinically appropriate and according to their licensure.

# rTCM delivery system

**In the pre-release period, the CF is the responsible entity to ensure rTCM for all Apple Health clients. In the immediate post-release period, the MCO is responsible for MCO clients, and the TPA for fee-for-service clients.**



*Reminder: A warm handoff is required whenever the rTCM care manager changes (e.g., pre- to post-release).*

\*If the carceral facility intends to use MCO or TPA providers to provide pre-release rTCM, a 90-day notification is needed to ensure that these entities can develop plans and have sufficient staffing to fill this role for the carceral facility.



# Billing for rTCM

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The rTCM care manager can bill a monthly charge for rTCM services:

- ▶ For the first month of services, depending on the services delivered to the incarcerated individual:
  - ▶ **Option 1:** Initial month of services including development of the Reentry Health Assessment and Reentry Care Plan and (as needed) the completion of a warm handoff.
  - ▶ **Option 2:** Initial month of services when only the Reentry Health Assessment is able to be completed and (as needed) the completion of a warm handoff.
- ▶ For any subsequent months of service, the rTCM care manager will bill an ongoing monthly charge.
- ▶ For more information, please consult the [rTCM billing guide](#).

# General Guidelines for Navigating rTCM Client Scenarios

# Navigating common rTCM client scenarios

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## ▶ Short-term stays (less than 90 days expected):

- ▶ The majority of individuals in jails and juvenile detention facilities are incarcerated for a short period.
- ▶ For these clients, Reentry Initiative benefits should begin as soon as possible once eligibility for Apple Health has been confirmed.

## ▶ Long-term stays (longer than 90 days to expected release date):

- ▶ For individuals with known release dates that are more than 90 days out, benefits should begin 90 days prior to the expected release date.
- ▶ Facilities should confirm the individual's eligibility for Apple Health before the 90 days pre-release period to support access to Reentry Initiative benefits as early as possible (when the 90-day period begins).

# Overview: rTCM client scenarios

The following slides illustrate scenarios of individuals receiving rTCM and other pre-release services for short-term and long-term stays. These scenarios highlight Reentry Initiative pre-release services that build upon existing services and processes provided by carceral facilities.






In each scenario, the individual moves across arrows at the top to indicate their progress through the different phases: intake, pre-release services, release from incarceration, and post-release rTCM.



# Deeper Dive: Common Short-Term Stay Scenarios

# General Guidelines for Short-Term Stays

✓=HCA-required latest possible timing

Timeline (Hours/Business Days Since AH Enrollment)		24 Hours	48 Hours	Day 3	Day 4	Day 5	Day 6	Day 7	Days 8-14	Days 15-21
<b>Mandatory: Medicaid Eligibility and Screenings</b>										
	Apple Health Eligibility Check	✓								
	Reentry Health Screening	✓								
<b>Mandatory: Reentry Benefits</b>										
	SUD: Continuity of Existing Medications	✓								
	SUD: Evaluation + Initiation of New Medications	✓								
	Pharmacy: 30-Day Supply of Medications at Release			Provided at release, at minimum to individuals with stays lasting at least 2 business days						
	rTCM: Care Manager Assignment		✓							
	rTCM: Reentry Health Assessment			✓						
	rTCM: Reentry Care Plan + Coordination				✓					
	rTCM: Warm Handoff	Should occur before release and no later than 7 days post-release								
	Pre-adjudication CAA-Eligible Clients: Apple Health benefits	To be provided while the individual remains in a pre-adjudication status								
	Post-adjudication CAA-eligible Clients: Clinical Assessment and Evaluation*	30 days prior to release at minimum								
<b>Optional: Additional Reentry Initiative Services</b>										
	Clinical Assessment and Evaluation for Adults	Should be provided as early as possible, when appropriate								
	Pharmacy: Pre-Release Medications									
	Lab and Radiology Services									
	Services from Providers with Lived Experience									
	Medical Equipment & Supplies at Release	At release, planning recommended ahead								

# Scenario 1: Short-term stay

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<b>Name:</b>	<b>James</b>
<b>Health background:</b>	28-year-old male with substance use disorder
<b>Expected length of stay:</b>	Short
<b>Release date:</b>	Unknown
<b>Facility:</b>	Jail
<b>rTCM model:</b>	In-reach: MCO care managers
<b>Pre-incarceration Apple Health enrollment status:</b>	Enrolled in Apple Health MCO

# Scenario 1: Short-term stay

## Intake processes



### Day 1

James enters the CF with an unknown release date. The CF expects James to have a short stay.

In alignment with the short-term model, the **CF checks eligibility** in Apple Health and verifies he is already enrolled in Apple Health and in an Apple Health MCO.

The **CF conducts the Reentry Health Screening** for James, who reports taking buprenorphine. James expresses interest in an rTCM care manager.

**CF staff schedules a same-day appointment** (with a CF provider or contacts the on-call provider) to ensure MOUD continuation.



# Scenario 1: Short-term stay

## Pre-release rTCM service delivery



### Day 2

**CF staff** **contacts** the MCO to assign a rTCM care manager.

MCO rTCM care manager conducts a visit with James including a **Reentry Health Assessment**. The MCO rTCM care manager confirms James is on buprenorphine and is planning to reside in the county he is incarcerated in after release.

### Day 3

MCO rTCM care manager begins working with James on the development of a **Reentry Care Plan**, which is centered on James' health goals. MCO rTCM care manager identifies a local provider who can provide post-release care and medications to James.

*Note: CFs and MCOs will develop facility-specific referral processes.*

# Scenario 1: Short-term stay

## Release planning processes



### Day 4

James is unexpectedly released on Day 4 of incarceration after appearing in court.

Since James' release took place during business hours, he must be released with a medically appropriate supply of medications. **The CF pharmacy provides 30-day supply of buprenorphine in hand upon release.**

*Reminder: If a client is released unexpectedly outside of pharmacy hours, the facility must offer the client the option of coming back on the next pharmacy business day to pick up medications or identify a community pharmacy for the CF to coordinate with for access 30-day supply.*

# Scenario 1: Short-term stay

## Post-release rTCM service delivery



### Post-release

The rTCM care manager continues care for James in the community as his post-release rTCM care manager scheduling an appointment with the identified post-release provider as soon as possible.

The rTCM care manager reviews and finalizes a **Reentry Care Plan** with James, as it was not finished prior to his release.

James transitions out of rTCM due to being connected to care in the community.

*Note: A warm handoff is only required if the post-release rTCM care manager is different than the pre-release rTCM care manager. Since James' rTCM care manager is a MCO care manager, the MCO care manager will continue to serve James in the community.*

# Scenario 2: Short-term stay

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<b>Name:</b>	<b>Nicole</b>
<b>Health background:</b>	<ul style="list-style-type: none"><li>• 30-year-old female</li><li>• 4 months pregnant without prenatal care or a PCP</li><li>• Homeless</li></ul>
<b>Expected length of stay:</b>	Short
<b>Release date:</b>	Unknown
<b>Facility:</b>	Jail
<b>rTCM model:</b>	In-reach, community care manager
<b>Pre-incarceration Apple Health enrollment status:</b>	Enrolled in Apple Health MCO

# Scenario 2: Short-term stay

## Intake processes



### Days 1-2

Nicole enters the CF with an unknown release date. The CF expects Nicole to have a short stay.

The **CF verifies eligibility** in Apple Health and verifies she is already enrolled in Apple Health and in an Apple Health MCO.

The **CF conducts a Reentry Health Screening** for Nicole, who shares that she has no prenatal care and is interested in an rTCM care manager.

# Scenario 2: Short-term stay

## Pre-release rTCM service delivery



### Days 3-14

Reentry Initiative benefits begin. A community-based **rTCM care manager is assigned** to Nicole.

Nicole has a telehealth visit with the community-based rTCM care manager during which the **Reentry Health Assessment is completed**. The rTCM care manager confirms with Nicole that she is pregnant and her lack of pre-natal care or any provider prior to incarceration that can serve her upon release. Nicole additionally shares she is homeless.

The community-based rTCM care manager **develops a Reentry Care Plan** with Nicole and arranges for Nicole to see a PCP and OB-GYN in the community upon her release.

The community-based rTCM care manager **connects** Nicole to a Community Hub to arrange housing upon release.

# Scenario 2: Short-term stay

## Release planning processes

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### Day 15

Nicole is released from incarceration after a court hearing with a 30-day supply of any prescribed medications in hand.

Nicole moves into short-term transitional community housing arranged by the Community Care Hub in her region of residence in coordination with the pre-release rTCM care manager.

# Scenario 2: Short-term stay

## Post-release rTCM service delivery



### Post-release

Nicole's community-based pre-release rTCM care manager continues to provide support upon release in the community, as they are contracted with Nicole's post-release MCO.

The community-based rTCM schedules necessary prenatal care appointments at Nicole's post-release PCP and OB-GYN, and further coordinates with the Community Hub on long-term housing.






Nicole transitions from rTCM as she is connected to care in the community, which continues to provide prenatal and eventually post-partum support in addition to addressing other health and social needs.



# Deeper Dive: Common Long-Term Stay Scenario

# Service delivery expectations for long-term incarcerations

✓=HCA required latest possible timing

Timeline (Days Before Release)		Prior to 90 Days	Days 90 to 61	Days 60 to 31	Days 30 to Release
<b>Mandatory: Medicaid Eligibility and Screenings</b>					
	Apple Health Eligibility Check	<i>recommended</i>	✓		
	Reentry Health Screening	<i>recommended</i>	✓		
<b>Mandatory: Reentry Benefits</b>					
	Reentry SUD: Continuity of Existing Medications		✓ Day 90		
	Reentry SUD: Evaluation + Initiation of New Medications	<i>Scheduling Recommended</i>	✓ Day 90		
	Pharmacy: 30-Day Supply of Medications at Release		<i>Planning Recommended</i>		✓ At Release
	rTCM Care Manager Assignment		✓		
	rTCM Reentry Health Assessment		✓		
	rTCM Care Plan + Coordination		✓		
	rTCM Warm Handoff				✓ 14 days prior to release*
	Pre-adjudication CAA-eligible Clients: Apple Health Benefits	<i>To be provided while the individual remains in a pre-adjudication status</i>			
	Post-adjudication CAA-eligible Clients: Clinical Assessment and Evaluation*				✓ 30 days prior to release
<b>Optional: Additional Reentry Initiative Services</b>					
	Clinical Assessment and Evaluation for Adults		<i>Provided as close as possible to the start of the 90-day period, as appropriate.</i>		
	Pharmacy: Pre-Release Medications				
	Lab and Radiology Services				
	Services from Providers with Lived Experience				
	Medical Equipment & Supplies at Release		<i>Planning Recommended</i>		<i>At Release</i>

\*and no later than 7 days post-release

For additional detail on Long-Term Stays, see the [Reentry Initiative Policy and Operational Guide](#) Sections 3 and 5.

# Scenario 3: Long-term stay

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<b>Name:</b>	<b>Franklin</b>
<b>Health background:</b>	<ul style="list-style-type: none"><li>• 53-year-old male</li><li>• Hepatitis C</li></ul>
<b>Expected length of stay:</b>	Long
<b>Release date:</b>	Known
<b>Facility:</b>	Department of Corrections (DOC)
<b>rTCM model:</b>	In-house, CF staff
<b>Pre-incarceration Apple Health enrollment status:</b>	Not enrolled in Apple Health

# Scenario 3: Long-term stay

## Intake processes



### **Prior to the 90-day pre-release period: Reentry Initiative benefits not yet available\***

- ▶ The CF conducts their routine activities and processes during this period:
  - Conducts their standard reentry health screening.
  - 120 – 90 days prior to release, checks Franklin's Apple Health eligibility status and verifies he is not enrolled in Apple Health.
  - An application assister at the CF helps Franklin submit an Apple Health application to determine eligibility, and within 45 days, he is determined eligible.

\*All activities conducted/services provided during this period are not covered by Apple Health, as they occur before the 90-day pre-release period. CFs, however, must provide all medically necessary services to individuals housed at their facility.

# Scenario 3: Long-term stay

## Pre-release rTCM service delivery



### 90 days prior to release

At the start of Franklin's 90-day pre-release period, an in-house **pre-release rTCM care manager is assigned** and he is **enrolled in an MCO**.

Franklin has a visit with his rTCM care manager, during which the **Reentry Health Assessment is conducted**. The pre-release rTCM care manager who upon further coordination with in-house medical teams, learns Franklin has recently screened positive for Hepatitis C.

The rTCM care manager **arranges** an in-house medical provider visit. The in-house medical provider begins treatment for Hepatitis C.

The rTCM care manager **develops a Reentry Care Plan** with Franklin around his health goals and **connects** him to a PCP in the community that will be able to address his Hepatitis C needs.

# Scenario 3: Long-term stay

## Pre-release rTCM service delivery (continued)



### 14 days prior to release

Upon release, Franklin will be served by a rTCM care manager through his MCO. The in-house pre-release rTCM care manager **schedules a warm handoff** meeting with the post-release rTCM care manager and Franklin.

During the **warm handoff meeting**, the pre-release rTCM care manager introduces Franklin to his post-release rTCM care manager. They review Franklin's Reentry Health Assessment, Reentry Care Plan, and his current medical needs. The CF ensures that Franklin has medications in hand upon release.

# Scenario 3: Long-term stay

## Release planning processes

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### Release

Franklin is released from incarceration with a **30-day supply of medications** in hand.

# Scenario 3: Long-term stay

## Post-release rTCM service delivery



### Post-release

Franklin's post-release MCO rTCM care manager confirms connection with PCP for ongoing Hepatitis C treatment

Franklin transitions from rTCM as all identified client-centered goals have been met.



# Questions & Answers

# Resources

# Benefit resources

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Benefits	Related Resource
Provider Billing Guides and Fee Schedules	<ul style="list-style-type: none"><li>• <a href="#">Provider Billing Guides and Fee Schedules</a> <b>Note:</b> This is the landing page to keep as the documents are routinely updated. See specific guides links for current version in resource slides below.</li><li>• <a href="#">Telemedicine policy and billing guide</a></li></ul>
Reentry Initiative Procedure Code List	<ul style="list-style-type: none"><li>• Available on <a href="#">Provider Billing Guides and Fee Schedules</a>. See specific procedure codes covered within the Reentry Initiative.</li></ul>
ProviderOne Billing	<ul style="list-style-type: none"><li>• <a href="#">ProviderOne billing and resource guide</a></li></ul>
Washington Administrative Code (WAC)	<ul style="list-style-type: none"><li>• WAC <a href="#">182-501-0060</a> Health care coverage—Program benefit packages—Scope of service categories.</li><li>• <a href="#">WAC 182-500-0070</a> Medical Definitions - Definitions—M. See Medically Necessary.</li></ul>
EPSDT	<ul style="list-style-type: none"><li>• <a href="#">Early, Periodic Screening Diagnosis and Treatment Program</a> for children and youth</li></ul>

# Benefit resources (continued)

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Benefits	Related Resource
rTCM	<ul style="list-style-type: none"><li>• <a href="#">Apple Health rTCM Provider Billing Guide</a></li></ul>
Reentry SUD	<ul style="list-style-type: none"><li>• <a href="#">Substance Use Disorder Billing Guide</a></li><li>• <a href="#">Service Encounter Reporting Instructions (version 2025) (SERI)</a></li><li>• <a href="#">Physician-Related Services/Health Care Professional Services billing guide</a></li><li>• <a href="#">Mental Health Services Billing Guide</a></li><li>• <a href="#">EPSDT Program Billing Guide</a></li><li>• <a href="#">Outpatient Hospital Services Billing Guide</a></li></ul>
Reentry SUD Medications	<ul style="list-style-type: none"><li>• <a href="#">Prescription Drug Program Billing Guide</a></li><li>• <a href="#">Professional Administered Drug Fee Schedule</a></li><li>• <a href="#">Apple Health Preferred Drug List (AHPDL)</a></li></ul>

# Quick Reminder: rTCM and CAA Benefits

In addition to the mandatory Reentry Initiative services, the CAA of 2023 requires certain additional benefits to be provided to incarcerated youth enrolled in Medicaid:

- Age 20 and younger, or
- Under age 26 and eligible for Apple Health under the foster care alumni eligibility group

Eligible population	Additional required benefit	Examples of impacted facilities
Pre-adjudication CAA-eligible clients	<ul style="list-style-type: none"><li>• Apple Health benefits beyond those under the Reentry Initiative</li></ul>	<ul style="list-style-type: none"><li>• Locally-run youth correctional facilities</li><li>• City, county, and tribal jails</li></ul>
Post-adjudication CAA-eligible clients	<ul style="list-style-type: none"><li>★ <b>Targeted case management 30 days prior to release, and for at least 30 days post-release</b></li><li>• Clinical assessments and evaluations in the 30 days prior to release (or up to 90 days prior to release) or no later than 7 days post-release</li></ul>	<ul style="list-style-type: none"><li>• Department of Children, Youth and Families facilities</li><li>• Locally-run youth correctional facilities</li><li>• Department of Corrections facilities</li><li>• City, county, and tribal jails</li></ul>