

Brain Injury Services Targeted Case Management



Information Sheet for Family Members of Individuals with Traumatic Brain Injury

My loved one has a serious head injury called a traumatic brain injury (TBI).

Medicaid has a new program that your loved one may qualify for! It's called Brain Injury Services Targeted Case Management (BIS TCM). This program can help you find and get medical and other services in your community, for your loved one.

How do I know if my loved one qualifies?

–They need to:

- ✓ Be able to get Medicaid.
- ✓ Be 18 years old or older.
- ✓ Have a doctor say that you have a TBI.
- ✓ Meet the specific scoring criteria on the assessment completed by the case manager (CM).



How can BIS TCM help us? – Here's what you can do:

1. Call your managed care plan (MCO) using the number on your Medicaid card. They'll assign your loved one a care coordinator if they don't have one already.
2. Work with the care coordinator to find agencies in your area that offer BIS TCM.
3. Allow the case manager (CM) to get your health records, including a letter from the doctor about your loved one's TBI.
4. Talk to the CM about the problems your loved has in their daily life.
5. If they meet specific scoring criteria on this assessment, the CM will make a plan to help you find community resources!
6. The CM will keep an eye on the care your loved one gets and update the plan if things change.

What if we don't qualify for BIS TCM? – Here's what happens:

1. The CM will tell you why your loved one didn't qualify.
2. The CM and the care coordinator will help you find other services that might be useful.
3. If the CM and your MCO say your loved one don't qualify for BIS TCM, you might be able to appeal their decision.

Who can we ask if we have questions or need more information?

Call your managed care plan (MCO) using the number on your Medicaid card. You can also email braininjuryservices@dmas.virginia.gov.

*You can get this document in another language, in large print, or in another way that's best for you.
Call 804-786-7933 (TTY: 1-800-343-0634). Se habla español.*