



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

Family Investment Administration  
**ACTION TRANSMITTAL**

Control Number: 05-13

Effective Date: UPON RECEIPT

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA**

**SUSAN J. TUCKER, EXECUTIVE DIRECTOR, DHMH, OHS**

**RE: AUTHORIZED REPRESENTATIVE**

**PROGRAM AFFECTED: RARE AND EXPENSIVE CASE MANAGEMENT  
PROGRAM (REM)**

**ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS**

**SUMMARY:**

The Rare and Expensive Case Management (REM) is a voluntary program within the Maryland HealthChoice Program for Medicaid recipients with certain very rare and expensive conditions. In this program, participants have a case manager who helps coordinate their health care services.

Customers enrolled in the REM program are removed from their Managed Care Organization (MCO) and receive Maryland Medicaid fee-for-service benefits and a REM case manager. Attachment I lists the REM Case Management Agencies. One of the contractual obligations of REM case management is to assist REM program participants to maintain their Medicaid eligibility. This is critical to ensure the participant continues to receive medically necessary services. With the customer's consent, Local Departments of Social Services (LDSS) will annotate CARES to send all Medicaid case information notifications to the customer and their REM case manager.

## **ACTION REQUIRED:**

Upon receipt of the REM cover letter (Attachment II) and Consent to Release Information form (Attachment III ) from the REM case manager, the LDSS case manager will review the Consent form for the following information:

- Section I must be completed,
- Section II must be completed for minors only
- Section III must list the customer or legal representative's name,
  - indicate the LDSS office where the case is maintained and
  - have a complete field for other, specifying **R1- Authorized Representative** (valid for Medical Assistance/Representative to receive Notices only)
  - have a completed field for REM case manager name, REM case manager address, and REM case manager phone number
  - the REM case manager is the person to whom the local department will send the additional Medicaid case notifications. The REM case manager address is the agency address of the REM case manager where the notices will be sent.
- Section IV must be completed by the customer. A parent/guardian signature must be included for minors only.

When the Consent to Release Information form is completed as stated above, the LDSS case manager will designate on the CARES AREP screen the REM case manager as REP Type **R1** (valid for Medical Assistance/Representative receive Notices only) and list his or her name and case management agency address.

Attachment I is the current listing of REM Case Management Agencies that assist the REM customers. The REM case manager is an employee of one of the six agencies listed.

## **ACTION DUE:**

Upon receipt

## **INQUIRIES:**

Please direct questions to Cynthia Carpenter at 410-767-7495.

## **ATTACHMENTS:**

Listing of REM Case Management Agencies (Attachment I)

REM cover letter to FIA (Attachment II)

Consent to Release Information form (Attachment III)

cc: FIA Management Staff  
Constituent Services  
DHR Help Desk  
RESI