

Dear Provider:

Thank you for your interest in providing services as a Clinical Care Manager (CCM) for Veterans Affairs Canada (VAC). Enclosed is an application form designed to assist you in becoming a registered provider.

As a registered Clinical Care Manager you will be assisting clients with complex health needs in becoming connected to their communities and the support systems, programs and services that are part of their case plan.

If you are interested in becoming a registered provider, please send the following documents by mail or fax to Medavie Blue Cross:

- the completed application form;
- a covering letter identifying clearly how you meet the selection criteria;
- an up-to-date copy of your resume;
- a copy of any relevant documents.

SELECTION CRITERIA FOR CLINICAL CARE MANAGERS

- A degree from a recognized university in one of the following disciplines with a strong focus in mental health: Nursing (Bachelor), Psychology (Master or PhD - Education level required by your province of practice to qualify you as a Psychologist), Social Work (Master) or Occupational Therapy (Bachelor) OR
- **For providers in the province of Quebec ONLY**, a Bachelor's degree in Psychoeducation (if graduation date is before 2002) or a Master's degree in Psychoeducation (if graduation date is after 2002).
- Membership in good standing with the provincial professional regulatory body. Yearly confirmation will be required.
- Five (5) or more years of recent and related work experience; three (3) years must be full-time supervised experience. Applicants must demonstrate that their experience relates to their proposed field of practice.

Veterans Affairs Canada requires providers to receive/request assessments online. Providers must complete training dedicated to VAC's Benefits and Health Services Online (BHSOL) functionality. Training takes approximately 2.5 hours and is completed online. Time spent in training will be at the provider's expense.

For more information, please contact Blue Cross toll free at 1-888-261-4033.



VETERANS AFFAIRS CANADA - CLINICAL CARE MANAGER DESCRIPTION

THE ROLE OF THE CLINICAL CARE MANAGER (CCM)

Veterans Affairs Canada (VAC) staff are increasingly interacting with Veterans presenting with complex health needs who have multiple life issues and are often disconnected from supports in their community. VAC Case Managers (CM's) are sometimes faced with situations in which the needs of these Veterans warrant an intense level of involvement and/or a clinical approach to case management. Managing the needs of these clients often requires an intensive level of intervention, and the CCM may be an appropriate resource to put into place to assist Veterans with complex health needs and their family members (when deemed appropriate) in achieving desired outcomes.

The role of the CCM involves the utilization of clinical expertise. The CCM does not diagnose, provide clinical therapy, treatment or crisis intervention. The CCM utilizes their clinical expertise to assist the CM (who remains the primary Case Manager) in implementing the VAC case plan to:

- build a strong supportive relationship with the client and/or family;
- support the case plan developed by the VAC Case Manager and the client;
- connect the client to and support their involvement with providers and services;
- assist the client in engaging or re-engaging with his/her community;
- help the client develop or re-develop his/her daily functioning skills;
- provide progress reports as required, and
- network with other professionals.

This is not a permanent or contract position within Veterans Affairs Canada but instead the CCM is a third party fee-for-service provider on a list with Blue Cross. The CCM will provide services, as required, to Veterans on behalf of VAC and submit claims for processing to **Blue Cross**.

VETERANS WHO MAY BENEFIT FROM WORKING WITH A CCM

VAC CMs may consider involving the services of a CCM for a complex Veteran who is being actively case managed when the situation is such that a clinical perspective is required to address specific challenges and the Veteran presents with one or more of the following indicators:

- Numerous and/or complex health needs that significantly reduce, impair, prevent or create barriers to the ability to function in multiple life areas;
- Multiple use of acute care hospitals and/or psychiatric emergency services in the last six months;
- Limited social skills or communication skills that severely reduce his/her capacity to participate or engage in their community;
- Limited organizational and coping skills that affect his/her daily functioning;
- Ongoing inability to follow through with action steps as identified in the case plan;
- Prolonged lack of progress in meeting the objectives identified in the case plan;
- Unstable circumstances requiring time limited face-to-face support.



TYPES OF SERVICES PROVIDED BY A CCM

The CCM assists the Veteran in achieving his/her case plan goals by providing regular support. The CCM provides short-term service (usually 6 to 12 months) and depending on the needs of the Veteran and the VAC program funding the service, may be engaged in:

- identifying and recognizing changes in the Veteran's health, well-being and need for specialized assessment or referral;
- connecting the Veteran to and supporting involvement with treatment providers and compliance with treatment/medical plans;
- helping the Veteran engage/re-engage with their community;
- assisting with development of stress management and coping skills;
- helping the Veteran improve his/her social skills;
- assisting the Veteran in understanding and following treatment plans;
- providing regular face-to-face support;
- including family members as appropriate, to the extent that it supports the Veteran in achieving his/her goals.

The CCM also:

- manages professional boundaries so as to foster client independence
- collaborates with the VAC Case Manager
- keeps a client file in line with professional standards and provides monthly on-line progress reports to the VAC Case Manager;
- reports to and discusses client issues with the VAC Case Manager as they arise;
- discusses suggestions for resources/services to meet client goals with the Case Manager.

The following skills and knowledge are considered assets in this role:

- Strong interpersonal skills (including a strong capacity to engage and maintain an effective working alliance with colleagues, clients and their families);
- Specialized knowledge and advanced skills in the area of mental, emotional and behavioural disorders;
- Expertise in case management processes;
- Strong interviewing and problem solving skills;
- Strong crisis management skills;
- Knowledge of family systems theories and practices;
- Knowledge of motivation and change theories;
- Understanding of the effects of Military and RCMP work;
- Knowledge of health, social and welfare resources in the local community, particularly those with relevance for the Veteran community;
- Experience and ability in working with interdisciplinary teams;
- Strong capacity to work autonomously.

Provider Contact Information

Provider Name: _____

Company Name: _____

Contact Person: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____ Facsimile: _____

Email: _____

Please send all correspondence in: English French

Licensing and Association Affiliation Information

Regulatory / Licensing Body: _____

Registration / License Number: _____ Valid from: _____ to: _____

Professional Association / Affiliation: _____

Registration Status: Full Member Other

Services Provided: _____

Provider Eligibility Criteria Compliance and Supporting Documentation

I have read and clearly understand the provider eligibility criteria for providing Clinical Care Manager services to Veteran clients. I hereby state that to the best of my knowledge, I do meet these provider criteria and have enclosed supporting documentation to this effect.

Documents Enclosed:

Cover letter clearly identifying how criteria is met

Proof of Current Licensure

Copy of Curriculum Vitae

Proof of:

Master degree in Social Work

Bachelor degree in Occupational Therapy

Master degree in Psychology

Bachelor degree in Nursing

PhD in Psychology

*** For providers in the province of Quebec ONLY**

* Bachelor degree in Psychoeducation
(if graduation date is before 2002)

OR

* Master degree in Psychoeducation
(if graduation date is after 2002)

Certification

Signature: _____ Date: _____

Submit to:

Medavie Blue Cross, Attn: Corporate and Provider Services, 644 Main Street, PO Box 220, Moncton, NB E1C 8L3

Tel.: 1-888-261-4033, Fax: 506-869-9673, Email: Provider@medavie.bluecross.ca