

Brain Injury Services Targeted Case Management



Information Sheet for Individuals with Traumatic Brain Injury

I have a serious head injury called a traumatic brain injury (TBI).

Medicaid has a new program that you 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.

How do I know if I qualify?

–You 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 me?

– Here's what you can do:

1. Call your managed care plan (MCO) using the number on your Medicaid card. They'll assign you a care coordinator if you don't have one already.
2. Work with your 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 your doctor about your TBI.
4. Talk to the CM about the problems you have in your daily life.
5. If you 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 you get and update the plan if things change.



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

1. The CM will tell you why you don't qualify.
2. The CM and your care coordinator will help you find other services that might be useful.
3. If the CM and your MCO say you 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.