

TBI Waiver (TBIW) Program Case Manager Qualifications and the Use of Student Interns

It is the responsibility of the TBIW enrolled providers to ensure that qualified staff delivers services to the program participants. The following information is being provided to assist enrolled Case Management Agencies to understand the scope and limits of student interns.

There are three types of interns - Social Work, Counselor, or Nursing. For all types, this person has typically not completed the collegiate level courses to graduate with the professional degree and does not have a social work or counseling license or is not a registered nurse. The purpose of interns is to spend "on the job" (OJT) training in their specific field with another approved and licensed professional. Interns are not typically approved to practice independently as they are not authorized to do so without a license. This is a risk management issue as well. While the program encourages professional development, the TBIW Program does not allow interns to operate independently as these "para-professionals" are not qualified yet to provide the service(s). Providers will not be reimbursed for services provided by unqualified professionals as outlined in the TBIW Program.

Please use the following criteria as a protocol for the use of professional interns along side a licensed, qualified professional service provider.

1. The student intern must be approved to provide an internship at the specific agency for the specific job position by the University or College's internship process at the educational establishment. The provider agency must agree to the terms of the internship and agree to not use the intern as a qualified professional to provide services. It is recommended that agencies that use interns develop a policy outlining the processes to be followed.
2. The intern will not independently provide a Medicaid service without proper qualifications or credentials as outlined in the TBIW program.
3. The intern may accompany the licensed social worker, counselor or registered nurse on home visits provided the intern has had appropriate training such as HIPAA and confidentiality. The intern may assist with discussions or participate in the assessment or planning process with the participant and the licensed professional concurrently. The intern will not conduct the assessment or planning independently. The intern will not complete assessment forms, case notes or Service Plans.
4. The intern must not interview the TBIW program participant alone or make phone calls on behalf of the person independent of the licensed social worker, counselor, or registered nurse.
5. Any intern participating in an internship at the provider agency must have documented clinical supervision as appropriate.

6. Medicaid services which are billed on behalf of an intern providing the service(s) who is not qualified must be reimbursed to the state of WV.
7. Questions regarding interns may be directed to KEPRO at 304-343-9663 or toll free at 1-866-385-8920.