

**North Carolina Division of Medical Assistance  
HIV Case Management Basic Training Process**

**EXTERNAL PROCESS – BASIC TRAINING**

**\*\*All email requests made by Case Managers should include their supervisor on the email and indicate the name of agency.**

1. Within the first 90 days of hire, the new Case Manager (CM) or supervisor requests the *HIV CM Basic Training* via email, by completing the *HIV Case Management Program Basic Training Request Form*. Send the completed form to HIV\_CaseMgt@dhhs.nc.gov with subject line: HIV Basic Training Request.
2. Within 24 hours, DMA will email the *HIV CM Basic Training PDF*.
3. HIV CM reviews training until prepared to take assessment.
4. HIV CM requests the *HIV CM Basic Training Assessment* via email at HIV\_CaseMgt@dhhs.nc.gov with subject line: *HIV Basic Training Assessment Request*.
5. Within 24 hours DMA will email *HIV CM Basic Training Assessment*.
6. HIV CM will complete the assessment and submit to DMA within 48 hours for review at HIV\_CaseMgt@dhhs.nc.gov with subject line: *HIV Basic Training Assessment Completed*.
7. DMA will score the assessment.
  - a. For those with a score of 70% or higher, DMA will issue a certificate of completion;
  - b. For those with a score of 69% or lower, DMA will:
    - i. Notify supervisor of result,
    - ii. Allow CM to re-review material;
    - iii. Issue a second assessment upon request;
  - c. After two unsuccessful attempts, supervisor should contact DMA with remediation plan.

Note: Per policy, new hires must complete this process within 90 days of hire and cannot bill Medicaid for services provided prior to successful completion of assessment.