**Section 686.920 Provider Staffing Requirements, Qualifications, and Training**

a) Each case management agency shall designate an individual who will be responsible for the administration of the case management program. The designated individual shall have or be actively enrolled in a program to obtain:

1) a bachelor's degree in health, human services, or a related field;

2) licensure as a registered nurse pursuant to the Nurse Practice Act [225 ILCS 65]; or

3) at least one year of experience as a home health care administrator, medical clinic administrator, or other health services administrator.

b) The qualifications for case managers shall be as follows:

1) A registered nurse, with a current license and a bachelor's degree in nursing, social work, social sciences, or counseling or one year of case management experience; or

2) A social worker with a bachelor's degree in either social work, social sciences, or counseling. A Bachelor of Social Work or a Master of Social Work degree from a school accredited by any organization nationally recognized for the accreditation of schools of social work is preferred; or

3) An individual with a Bachelor's Degree in a human services field (including, but not limited to, sociology, special education, or rehabilitation counseling) and with a minimum of one year of case management experience.

c) In addition, it is mandatory that the case manager has:

1) a broad knowledge of community resources and networking, case management, and home care; and

2) experience in working with racial and ethnic minorities, as well as one or more of the following:

A) domestic abuse;

B) the lesbian, gay, bisexual, transgender, queer (LGBTQ+) community;

C) persons living with HIV/AIDS; or

D) persons with substance use disorders.

d) Each full-time case manager shall have no more than 30 fee-for-service customers and 70 Managed Care Organization (MCO) customers, or an appropriately weighted combination of fee-for-service customers and MCO customers that shall not exceed 100 total customers. For half-time case managers, the full-time requirements may be met proportionately (e.g., 15 fee-for-service customers and 35 MCO customers and shall not exceed 50 total customers).

e) Annually, each case manager shall undergo a minimum of 12 hours of in-service training that shall be:

1) furnished by the case management agency; and

2) relevant to the provision of services to persons with HIV/AIDS (e.g., infectious disease control procedures, sensitivity training, and updates on information relating to treatment procedures).

(Source: Amended at 47 Ill. Reg. 19328, effective December 13, 2023)