

Memorandum

To: HealthChoices Network MH and SA Residential, Inpatient and Partial Providers
From: Sheryl Swanson, Director, Provider Relations
Date: April 4, 2014
Subject: AD 14 102 Change in Initial Assessment, Continued Stay and Discharge Template

In order to provide the best service to Members, Clinical Care Managers (CCM) will be asking more clinically streamlined questions targeting Medical Necessity Criteria during the Initial Assessment, Continued Stay and Discharge review processes. Some questions you were previously asked by Clinical Care Managers will now be asked by Member Services Staff (MSS). These include demographic information such as who brought the member to the Emergency Room, member's allergies and community contact information.

Questions asked by CCM's will remain similar to those asked previously with an increased emphasis on discharge planning and continuity of care. Additionally, discharge review questions are geared toward review of the recovery plan, aftercare services and the team's ongoing plans to address treatment barriers. As reviewers prepare to complete reviews with PerformCare CCM's they should anticipate continuing to gather the same clinical information as there are no new or additional questions. The format is designed to reduce the time spent conducting reviews and target the discussion for evaluating the approval of the requested level of care. Please reference the attached templates to see the specific questions included at this time.

Please be prepared to provide this information beginning May 1, 2014.

Thank you for the valuable services you provide to Members. Please feel free to contact your Account Executive with any questions.

Attachments (AD14 102A, AD14 102B and AD14 102C)

cc: Scott Suhring, Capital Area Behavioral Health Collaborative
Pam Marple, Behavioral Health Services of Somerset & Bedford Counties
Missy Reisinger, Tuscarora Managed Care Alliance
Janina Kloster, PerformCare Account Executive
Kelly Lauer, PerformCare Account Executive
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