

Updated Only for Logo and Branding

Provider Notice

To: HealthChoices Psychiatric Inpatient Providers
From: Bonnie Clark, RN, M.Ed, QI Project Manager
Date: October 7, 2010
Subject: MH 10 106 MH IP Discharge Planning and Member Letter

In a previous communication, PerformCare stressed the necessity of good discharge planning and the significant evidence that individuals who receive timely follow-up care after a psychiatric hospitalization are less likely to be readmitted. We also noted the growing trend of Members not obtaining an appointment within 7 days after discharge and how this can negatively influence the Member's recovery. PerformCare also hopes to encourage better collaboration between outpatient providers and inpatient facilities so that we can enhance the recovery process for our Members

We recognize that there are multiple factors influencing a Member's decision to attend their follow up appointment. However, we recognize that it is imperative for Members to receive the education and tools needed to return to the community so they will be more likely to succeed. The inpatient provider's role is to teach the Member the significance of following through with their after care plans, as well as to provide community resources and work to eliminate barriers to treatment while the Member is participating in inpatient treatment. PerformCare also recognizes that each Member has a responsibility for guiding their own path in recovery, but many will need our assistance.

Attached is a sample letter that PerformCare would like all inpatient providers to give to our Members at the time of discharge. The letter will prompt the Member to attend their aftercare and also offer assistance if unforeseen barriers will prevent them from attending. We appreciate your cooperation and support with this new initiative, and as always our joint mission is to support our Member's well-being.

Attachment

Attachment

Dear PerformCare Member/Parent or Guardian,

At PerformCare, our goal is to help you get the right treatment in the community in order to help you get back to your daily routine. As you leave the hospital, you should already have an appointment scheduled by the hospital with someone in the community. Your appointment should be within 7 days of your discharge.

Keeping this appointment will help you to avoid returning to the hospital. The person you meet with will help you move towards your recovery goals that you picked while you were in the hospital. PerformCare expects that you will make every effort to attend this appointment.

If for some reason you cannot make this appointment, please call the provider to get a new appointment, or call PerformCare at the toll free number for your county so we can help you with getting a new appointment.

If you need a ride to your appointments, please call the Medical Assistance Transportation Program (MATP) for help. The numbers are listed below in the box.

We care about your recovery.

MATP Phone Numbers

Bedford	814-623-2002 or 1-888-338-1335
Cumberland	717-240-6340 or 1-800-315-2546
Dauphin	717-232-6104 ext: 134
Franklin	717-264-5225 or 1-800-548-5600
Fulton	717-485-0931, 717-485-3171 or 1-888-329-2376
Lancaster	717-397-5613 or 717-291-1243
Lebanon	717-274-3514
Perry	717-567-2490 or 1-877-800-7433
Somerset	814-445-9628 ext: 236 or 1-800-452-0241

***Note: All numbers listed that begin with 1-800, 1-877, 1-866 and 1-888 are toll free.**