

## **POLICY: 1.017 CONTINUITY OF CARE AND RE-ENGAGEMENT**

A patient is determined disengaged when a CMA is unable to contact patient after two months. Once the patient is determined disengaged, the patient will be placed into the *Diligent Search Efforts* segment for a period of three consecutive months, during which time the CMA search efforts activities to re-engage the patient. Three or more activities are to be conducted monthly during the *Diligent Search Efforts* period to bill at the enrollment rate. Any patient not successfully re-engaged after three months of being in the *Diligent Search Efforts* segment then enters the *Continued Search Efforts* segment for a period of three consecutive months. During the *Continued Search Efforts* segment, a patient's status is 'pending' and billing prohibited. Any patient not successfully re-engaged after three months of being in the *Continued Search Efforts* segment are disenrolled from the HH program. If the patient is successfully contacted at any point after being deemed disengaged, the CMA may resume billing at the active enrollment rate as long as a HH core service has been provided.

### **PROCEDURES:**

#### **Disengaged**

1. CMA determines a patient disengaged from Health Home services when standard care management activities have been attempted but do not result in successful contact with the patient. Patient must be deemed disengaged after at least two consecutive months of no contact.
2. Once disengagement is determined the CMA places the patient into the *Diligent Search Efforts* segment by submitting the first Continuity of Care Assessment in ACD, including notification to the MCO.
3. For any patient placed in the Diligent Search Efforts segment, CMA must conduct three or more activities each month for the three consecutive months allowed. The following Diligent Search Efforts activities include, but are not limited to:
  - a. attempting face-to-face visit to the last known address
  - b. calling care and service providers
  - c. contacting the Local Government Unit (LGU) or Single Point of Access (SPOA)
  - d. contacting collaterals, emergency contacts and supports to include parent, guardian or legally authorized representative, family, etc.
  - e. contacting the patient's Parole Officer or Probation Officer, if applicable
  - f. accessing online criminal justice resources
  - g. contacting schools
  - h. contacting Methadone clinic
  - i. reviewing hospital alerts, RHIO, and PSYCKES
4. Three activities completed on different days per month, during the 3-month period of Diligent search must be recorded to bill at the enrollment rate.
5. All efforts to reach patients must be documented in the Continuity of Care Assessment in ACD.
6. If the three consecutive months of *Diligent Search Efforts* do not result in location of the patient the CMA must place patient in the *Continued Search Efforts* segment by submitting a Continuity of Care Assessment with the appropriate responses.
7. Once a member has been placed in Continued Search Efforts segment CMA must inform the member's MCO to assure activities to locate patient are maintained

8. Patient can remain in the Continued Search Efforts segment for up to an additional three-month period. During this time CMA must continue to conduct follow-up activities after receiving notification from the MCO and/or HH of the patient's location. The following Continued Search Efforts activities include, but not limited to:
  - a. conduct timely follow-up activities to re-engage with the patient.
  - b. document receipt of any communication from the HH/MCO, action(s) taken and outcome of activities, including whether or not notification resulted in member re-engagement in a Continuity of Care Assessment in ACD.
9. After completion of continued search efforts, the patient is not located; the patient must be disenrolled from the Health Home Program.
10. If patient asks to disenroll from the Health Home program at any time during the continuity of care segment, CMA must execute disenrollment plan.
11. A HH Disenrollment Note must be entered in ACD to disenroll patient.
12. If a patient is located after he/she is disenrolled from the HH services, if patient agrees, re-enroll the patient and resume providing HH core services, which are billable at the active enrollment rate.

#### **Documentation**

1. All Diligent Search and Continued Search activities are to be documented on the HH Continuity of Care Assessment in ACD.
2. HH Disenrollment Note is submitted in ACD to disenroll patient from the Health Home program
3. If a patient is located and re-engaged, all active enrolled care management activities are to be documented on the Care Plan Activity Note in ACD.