

Provider Notice

To: All Levels of Care
From: Scott Daubert, PhD, VP Operations
Date: April 1, 2018
Subject: AD 18 101 Discharge Management Plans

Government agencies (including Centers for Medicaid and Medicare Services and Office of Mental Health and Substance Abuse Services (OMHSAS)) have required the inclusion of provider name, level of care, address, contact information/phone number, and appointment date/time on discharge management plans (i.e. discharge instructions) for Member's transitioning from Mental Health psychiatric inpatient settings to community treatment for many years. PerformCare recognizes the importance of this information in assisting Members in a successful transition. Transitions from any level of care to the next is a potentially fragile time for Members, and in an effort to ensure that transition plans are thorough and the Member's chance of success is increased, PerformCare is now requiring that DMP's (discharge management plans) from ALL levels of care include the following minimum information:

- Name of Provider
- Level of Care
- Provider address/location
- Provider contact information/phone number
- Appointment date/time

The above requirement would not be a discharge prerequisite in circumstances including but not limited to the Member successfully completing treatment or otherwise not wanting/needing further treatment upon discharge, making his/her own appointment, being discharged due to no shows or non-compliance with treatment, and/or in the absence of transition or step down services.

In cases where Members may prefer to make their own appointments, Providers should encourage Members to make and share those appointments prior to discharge from their current level of care. These plans should be completed prior to discharge, allowing for completion of appropriate authorizations for disclosure and sharing of information among Providers. Providers should also strongly encourage Members to make appointments within 7 days to avoid a lapse in treatment.

Members should be involved in all aspects of developing their transition/discharge plans, including the selection of providers and appointment dates/times. A copy of their DMP should be provided to the Member at the time of discharge. As an additional resource, PerformCare also recommends to all providers that the PerformCare Member Services 24/7 phone number be provided to our Members upon discharge and transitions of care:

Region/Counties	Number
HealthChoices Bedford/Somerset Members	866-773-7891
HealthChoices Capital Area Members (Cumberland, Dauphin, Lancaster, Lebanon, Perry)	888-722-8646
HealthChoices Franklin/Fulton Members	866-773-7917