

Sent January 7, 2014

## Tuesday Tips

1) The "Precert Coordinator Group" has not been set up yet for PA services, for the time being please send all PA tasks to **Vanessa Barboza**. We will let you know once you can start tasking the Precert Coordinator Group. Also, just a reminder, the Transportation PA should be requested for 3 months and 15 days, all other PA events can go out one year.

2) For DME supplies, we attached a form (below) from Charm/Healthwise that you can fill out when a member requests DME supplies and then fax directly to Charm. You can use another DME provider, if needed, as long as they are contracted.



PATIENT REFERRAL FORM FOR TUFTSCO.xls

- 3) Outpatient events -
  - a. At the bottom, under Determination after you add services, be sure to click approve and not denied or partial.
  - b. Enter the next review date as a year out, this way it will appear on your "My Outpatients" tab.

The screenshot shows a software interface for an outpatient record. At the top, the window title is "Outpatient-Poppins" and the status bar indicates "Last Updated: 5/15/2013 3:40 PM". The main content area is divided into several sections. On the left, there is a blue icon of two people. To its right, the patient's name "Outpatient for Mary Poppins" is displayed with a small icon. Below the name, the following information is listed: "DOB: 2/18/1954", "Primary DX: 472 - Chr Pharyn/Nasopharyng", and "Care Level: Level 4A - NHC - Advanced Illness". To the right of this information, there are two fields: "Auth #: See Service Detail" and "Intake by: Xiomara Melo - 5/15/2013 3:39:26 PM". Below these, it says "P. Owner: Xiomara Melo". On the far right, there are two dropdown menus. The top one is labeled "Status" and has a green checkmark icon; the selected value is "Complete". The bottom one is labeled "Next Review Date" and has the selected value "1/1/2015". A yellow arrow points from the "Intake by" field towards the "Next Review Date" dropdown.

4) For AD/CMI Level 3 members, the RNCM will be doing the Initial and 6 month assessments and will task you the evaluation task for the 3 and 9 month assessments. When there is a need for a joint HV, either the RN or you can request one. These visits must be face to face.

5) On the Transportation form, please be sure to add the hospital and pharmacy names.

6) IPC - Reminder, if the member has PERS or transportation, before you change status to ready to send you must edit the IPC and free type in PERS or Transportation (with transportation details). Or, you can wait until the Precert Coordinator Group completes the OP event for these services and then change the status. Another thought we had was maybe wait until the end of the month and change all of your IPCs to ready to send status that way it gives Precert time to enter the OP events in.