

Sent Nov 18, 2014




The following are examples of conditions in which Outpatient Events should be completely closed out for a member:

- Death
- Expired End Date (i.e. services were successfully rendered)
- Disenrollment
- Change in Condition (i.e. entering SNF)
- Service Refused (i.e. services withdrawn by member or provider)

**Sample Case**

Member Mary Poppins has had homemaking service for 2 hours twice a week since 12/1/13, but today she entered a Skilled Nursing Facility due to an unexpected severe decline in condition and will no longer need homemaker service. To properly close out the OP event for homemaking and any other active OP events for Mary, we will need to complete the following **4 steps**:

1. Change the Outpatient Event **End Date** to the date the service should end [set to 11/18/14 for this example]
2. Change the Outpatient Event **Status** from "Complete" to **Closed**



## Outpatient for Mary Poppins

**DOB:** 2/18/1954    **Auth #:** See Service Detail  
**Primary DX:** 278.0 - Overweight & Obesity    **Intake by:** Damien Wimbush - 11/18/2014 1:44:37 PM  
**Care Level:** Level 2 - CW    **P. Owner:** Damien Wimbush - HCBS

✓ **Status** 📄  
Closed

**Next Review Date**  
11/30/2014

**Service Type**  
Community-based Services

**Service Detail**  
Homemaker

**Start Date**  
12/1/2013

**End Date** 11/18/14

**Requested Units**  
4 Units

**Requested Frequency**  
twice a week

**Procedure**

🔍

**Notes**

**Determination**  
Approved

**Determination Date/Time**  
11/18/2014 1:50 PM

**Claims Payment Instructions** 📄

**Approved Units**  
4 Units

**Approved Frequency**  
twice a week

**Note:** Once the Status of an OP event has been changed to "**Closed**," two additional dropbox options will appear:

3. Select the most appropriate **Closed Reason** [select "Other" and type "Entering SNF" for this example]
4. Select the OP event **Closed Date** [11/18/14 for this example]

3 Closed Reason	4 Closed Date
Services Rendered	11/18/2014
Withdrawn by Member	
Withdrawn by Provider	
Member Expired	
Disenrolled	
Other	