



As a correction, please disregard the previous sample case as it incorrectly relates to member entering a SNF. Below, I've updated yesterday's Tuesday Tip and the sample case to reference LTC as an example instead of SNF.

The first correction is that OP events (PA and non-PA) should remain in place while member is hospitalized or in a SNF and the Care Manager is responsible for letting providers know member is hospitalized/in a SNF.

When member returns to community, the Care Manager is to notify providers that services should be resumed. Again, in the case of hospitalization or SNF, where it is a relatively short term stay, please DO NOT close out member OP event(s). If member continues in LTC then the Care Manager would close out the old OP event(s) since they will no longer be needed.

The second correction is that the original End Date should not be changed on outpatient events that need to be closed. The actual End Date of the service will be reflected under the "Closed Date" field that appears when the status of an outpatient event has been changed to Closed.

Please review the updates to the Tuesday Tip below



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 LTC)
- Service Refused (i.e., services withdrawn by member or provider)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 LTC due to an unexpected severe decline in condition and will no longer need homemaker service. The End Date for the service is 12/1/14. To properly close out the OP event and any other active OP events for Mary, we will need to complete the following 3 steps:

1. 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 - Intake by: Damien Wimbush -
 Overweight & Obesity 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: 12/1/2014 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:

2. Select the most appropriate **Closed Reason** [select "Other" and type "Entering LTC" in free text field for this example]
3. Enter the OP event **Closed Date** [11/18/14 for this example] and **do not** alter the End Date on the Outpatient Event.

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Withdrawn by Member	
Withdrawn by Provider	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



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Thanks,

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