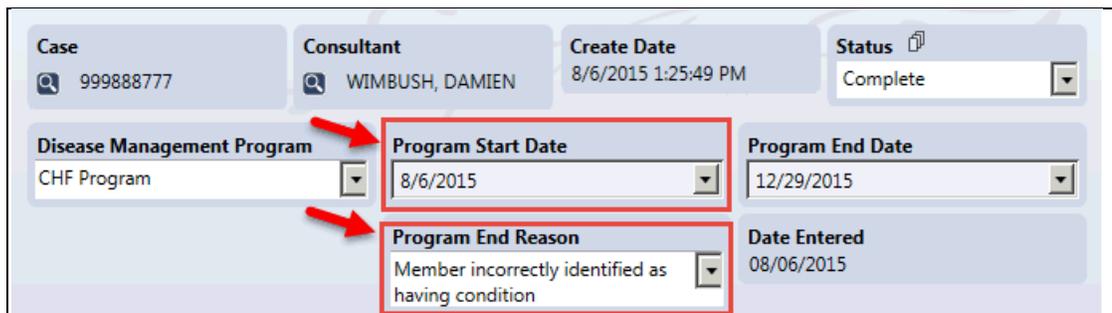


Tuesday Tip - Disease Management Task

Please remember that if you receive a Disease Management task to confirm a diagnosis, after you've made your determination, what you do next will depend on whether or not the diagnosis was confirmed and if the diagnosis is (CHF/COPD/Diabetes) **-or-** (Dementia/Depression).

Non-Confirmed Diagnoses:

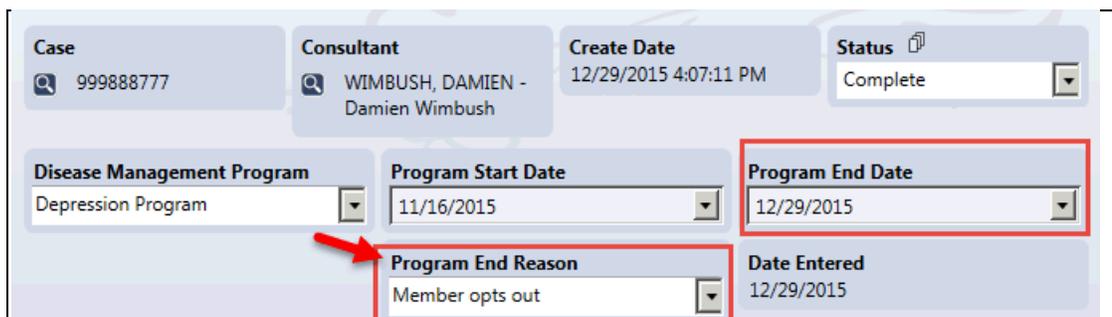
For all Disease Management Program conditions - disenroll the member from the specified program by going to the Disease Management tab and entering an End Date and a Program End Reason of "Member incorrectly identified as having condition."



Case	Consultant	Create Date	Status
999888777	WIMBUSH, DAMIEN	8/6/2015 1:25:49 PM	Complete
Disease Management Program	Program Start Date	Program End Date	
CHF Program	8/6/2015	12/29/2015	
	Program End Reason	Date Entered	
	Member incorrectly identified as having condition	08/06/2015	

This is the only step you will need to take if the member was incorrectly identified as having the condition. **You DO NOT need to task the SCO CM Admin Group to let them know the member was incorrectly identified.**

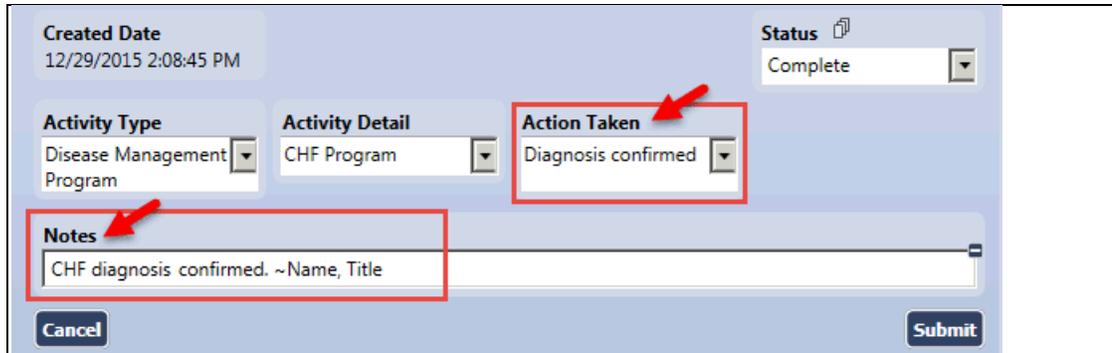
For Dementia and Depression - after Care Manager confirms member has condition, they will need to contact the Member(Depression)/Caregiver(Dementia) to explain the Disease Management Program and ask if member/caregiver wants to participate. At this point the member/caregiver may opt out and if so, "Member opts out" should be selected for the Program End Reason.



Case	Consultant	Create Date	Status
999888777	WIMBUSH, DAMIEN - Damien Wimbush	12/29/2015 4:07:11 PM	Complete
Disease Management Program	Program Start Date	Program End Date	
Depression Program	11/16/2015	12/29/2015	
	Program End Reason	Date Entered	
	Member opts out	12/29/2015	

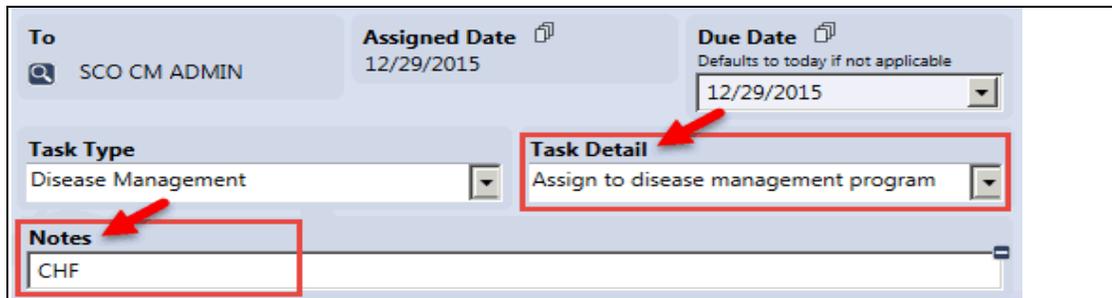
Confirmed Diagnoses:

For CHF, COPD, & Diabetes - create an **Activity Log** from within the Disease Management tab and select "*Diagnosis confirmed*" for the Action Take and include the specific condition that was confirmed in the Notes field.



The screenshot shows the 'Activity Log' form. At the top left, 'Created Date' is 12/29/2015 2:08:45 PM. At the top right, 'Status' is set to 'Complete'. The 'Activity Type' is 'Disease Management Program' and 'Activity Detail' is 'CHF Program'. The 'Action Taken' dropdown is set to 'Diagnosis confirmed'. The 'Notes' field contains the text 'CHF diagnosis confirmed. ~Name, Title'. There are 'Cancel' and 'Submit' buttons at the bottom.

You will also need to create a **Task** to the *SCO CM Admin* group that notifies them that you are confirming the condition. **This is the step most Care Managers overlook.** For this task to the SCO CM Admins, please select "*Assign to disease management program*" for the Task Detail.



The screenshot shows the 'Task' form. At the top left, 'To' is 'SCO CM ADMIN'. At the top middle, 'Assigned Date' is 12/29/2015. At the top right, 'Due Date' is 12/29/2015. The 'Task Type' is 'Disease Management' and 'Task Detail' is 'Assign to disease management program'. The 'Notes' field contains the text 'CHF'. There are 'Cancel' and 'Submit' buttons at the bottom.

This task should not be assigned to the admin person who originally tasked you to confirm the condition. These tasks should always go to the SCO CM Admin Group.

For confirmed Dementia and Depression conditions - remember you will first need to contact the Member(Depression)/Caregiver(Dementia) to explain the Disease Management Program and inquire as to whether or not they want to participate. If member wants to participate, create an **Activity Log** and select "*Member/Caregiver contacted, confirms participation in Program*" for the Action Taken and also provide a brief note in the Notes field stating the condition and action taken. See following screenshot for Notes field example:

Created Date 12/29/2015 3:46:30 PM Status Complete

Activity Type Disease Management Program Activity Detail Depression Program Action Taken Member/Caregiver contacted, confirms participation in Program

Notes Member contacted and confirms participation in (Depression) Disease Management Program, ~Name, Title

Cancel Submit

Then create the **Task** to the *SCO CM Admin* group that notifies them that you are confirming the condition.

To SCO CM ADMIN Assigned Date 12/29/2015 Due Date 12/29/2015

Task Type Disease Management Task Detail Confirm diagnosis for enrollment in DM Program

Notes Depression