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Tuesday Tips

This week's tips consist of previous Tuesday Tips with small additions. Consider this a friendly reminder to continue to follow the processes outlined in these two tips.

1. For Level 3 (AD/CMI) **members**:

> RNCMs - remember to **reassign** next **Eval Task** to GSSC

> GSSCs - remember to **monitor** your **MY Work** tab for the **Eval Tasks** on Level 3 members.

2. Closing out a Member File:

> <u>Steps to take if member passes away:</u>

> 1. Document in an **Activity Log** a Clinical Note of how you were notified, date of death and any other pertinent details.

> 2. Document on the **Member File**, the **Place of Death** and **Cause of Death**.

> 3. **Close** or **Void** all open events and task:
> > **Task** (Status: VOID)
> > **Evaluations** (Task Clinical Manager to VOID)
> > **Outpatient Events** (Status: Closed; Closed Reason: Member Expired)
> > **Inpatient Stay Events** (Status: Discharged; Discharged To: Member Expired)
> > **IP Prior Auth Events** (Status: Closed; Closed Reason: Member Expired

> 4. RNCM task GSSC to **end service in SAMS** as of termination date.

> 5. RNCM **contact THP-Contracted Providers** (e.g. PCMA, AFC, ADH) to notify of service end-date.

> 6. Send email to "**SCO Enrollment**" email box to notify of death (GSSCs are to **email SCO Clinical Consultant**).

> <u>Steps to take if member disenrolled:</u>

> Follow steps 3 - 6 from above.

> *** Remember to close all Outpatient Events** where the End Date of the service has been reached or if the member enters a hospital, SNF, etc..

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