

# Touchpoint frequency

	Level 1 Community Well	Level 2 Community Well w/HCBS	Level 3/3A AD/CMI	Level 4/4A NHC	Institutional
<b>Calls/Letters</b>	Welcome Call made during first 30 days by Customer Relations				Welcome Letter sent within first 30 days by CR
<b>Initial Assessments</b>	Initial face-to-face assessment completed within 30 days by RNCM/Assessment Nurse				
<b>Ongoing Assessments</b>	<ul style="list-style-type: none"> <li>• Telephonic</li> <li>• Due every 180 days</li> <li>• Completed by GSSC</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Due every 180 days</li> <li>• Completed by GSSC or CHW</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Due every 90 days (Level 3 – 180 days)</li> <li>• Completed by RNCM</li> <li>• 1 assessment annually by GSSC or CHW</li> <li>• Annual visit w/RNCM required</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Due every 90 days</li> <li>• Completed by RNCM/NP</li> <li>• 1 assessment annually by GSSC or CHW (<i>select members</i>)</li> <li>• Annual visit w/RNCM required</li> </ul>	<ul style="list-style-type: none"> <li>• In-facility</li> <li>• Due every 90 days</li> <li>• Completed by CCP</li> </ul>
<b>MDS Requirement</b>	No MDS-HC		MCH-HC Submitted Annually		SNF responsible for MDS 3.0