

TOC ELEMENTS

Element	Regulatory Criteria & Policy	Methodology	Scope	Benchmark	Look-back Period	Data Source	Frequency
Reassessment completed due to change in condition	IEHP Provider Policy and Procedure Manual - MA_12A2	Review of clinical documentation that demonstrates IPA conducted reassessment when there is a change in the Member's condition, a change in PCP, and per the Member's request.	Dual Choice member with an admission/care transition during the lookback period	>90%	13 Months	Care management clinical documentation	Monthly
ICP updated based on Member's needs and/or condition	IEHP Provider Policy and Procedure Manual - MA_12A3	Review of clinical documentation that demonstrates the ICP is updated at least annually, and in the following instances, at minimum: A change in the Member's health condition, including but not limited to a change in the level of care; A new problem has been identified with the Member; A goal has changed priority, has been met or is no longer applicable; and ☐ ICP is closed or completed	Dual Choice member with an admission/care transition during the lookback period	≥ 90%	13 Months	Care management clinical documentation	Monthly
Upon admission notification, appropriate outreach attempts were completed to notify Member of the care transition process	IEHP Provider Policy and Procedure Manual - MA_12A7	Documentation of evidence that supports IPAs communication with the Member and/or Member caregiver about the care transition process within 1-2 business days, not to exceed three (3) business days post notification of hospital or skilled nursing facility admission	Dual Choice member with an admission/care transition during the lookback period	≥ 90%	13 Months	Care management clinical documentation	Monthly
Member was notified of the care transition process and provided with the care management central point of contact information	IEHP Provider Policy and Procedure Manual - MA_12A7	Documentation of evidence that supports IPAs communication with the Member and/or Member's caregiver about changes to the Member's health status and plan of care, and to provide the Member or caregiver with a central point of contact within 1-2 business days, not to exceed three (3) business days of notification of a hospital or skilled nursing facility admission;	Dual Choice member with an admission/care transition during the lookback period	≥ 90%	13 Months	Care management clinical documentation	Monthly
Appropriate outreach attempts were made to contact Member or Caregiver within 3 business days post discharge.	IEHP Provider Policy and Procedure Manual - MA_12A7	Review of case notes to identify upon discharge notification, Member or Caregiver was contacted within three (3) business days post discharge. If needs were identified, they were addressed and captured in the documentation system. This includes closing the loop (lookback) to ensure all needs were met or a plan is in place to address. IPA is required to follow up with the Member at least thirty (30) days post-transition and upon Member's agreed cadence of contact.	Dual Choice member with a discharge/care transition during the lookback period	≥ 90%	13 Months	Care management clinical documentation	Monthly
Member's identified care coordination needs addressed	IEHP Provider Policy and Procedure Manual - MA_12A7	Review of case notes and assessment to ensure change of condition reassessment was completed post discharge. All needs identified in assessment are addressed and captured within documentation system. Assess Member's need for all environmental adaptations, equipment, and/or technology (i.e., walker with seat, shower chair, or ramp for wheelchair) needed for a successful care setting transition or any other adaptive equipment or technology necessary for a successful transition back to their usual setting; d. Discuss options available to the Member such as sub-acute, skilled nursing or acute rehabilitation, after discharge from acute setting, when skilled level of care cannot be provided in Member's usual setting and assist with scheduling appointments or needed educational activities; and e. Notify the Members' PCP to inform of the admission and discharge. Documentation of evidence that referrals were coordinated timely as appropriate for identified care needs.	Dual Choice member with a discharge/care transition during the lookback period	≥ 90%	13 Months	Care management clinical documentation	Monthly
Coordinated with appropriate team discipline for medication reconciliation to be completed within 30 days of discharge	IEHP Provider Policy and Procedure Manual - MA_12A7	Medication reconciliation documented within the medical management system demonstrating the IPAs will collaborate with IEHP's Pharmaceutical Services department to assist with medication reconciliation and medication management, and ensure that the medication list is included on the plan of care Clinical Pharmacists: Complex/high-risk post-discharge Pharmacy technicians: Non-complex post discharge	Dual Choice member with a discharge/care transition during the lookback period	≥ 90%	13 Months	Care management clinical documentation	Monthly