



PROVIDER ALERT



Alert # 12 -2007-11-06 HCAL, HCYA, HCBK, HCCH, HCNE, HCCMP, HCNC

Outpatient Attendance Verification

Community Care Behavioral Health is committed to assist providers and Health Choices members in implementing successful follow-up plans specific to members who are discharged from in-patient Mental Health or Drug and Alcohol facilities. It is required that the after-care appointments be scheduled within a seven day time frame when a member is discharged from inpatient treatment. The provider must also address and resolve any obstacles that the member may identify in keeping an appointment. These obstacles may include issues such as transportation or childcare.

In an effort to improve follow-up attendance rates, Community Care Behavioral Health has developed an Enhanced Outreach Team (EOR). This team will consist of Community Care Behavioral Health Care Managers. After discharge, the EOR Care Manager will:

- * Attempt to contact the member to verify if the member is aware of their follow-up appointment
- * Assist with a referral if one is needed
- * Identify and attempt to resolve any obstacles that may interfere in outpatient attendance
- * Explore resources to enhance their scheduled appointment experience

Following the scheduled appointment time, the Care Manager will:

- * Contact the appropriate facility to verify member attendance
- * Attempt another follow-up call if the member has not attended the scheduled appointment
- * Assist the member in obtaining a new follow up appointment if applicable

The success of a member's ongoing recovery process is often enhanced with continued involvement in outpatient treatment. Community Care Behavioral health would like to express much appreciation to all of our providers for their ongoing involvement in the EOR process.