Provider Alert # 18

November 14, 2018

HealthChoices Contracts:
North Central

Scope: This Provider Alert applies to all drug and alcohol residential providers serving HealthChoices North Central Members. The 23 counties (North Central) impacted by this Provider Alert include: Bradford, Cameron, Centre, Clarion, Clearfield, Columbia, Elk, Forest, Huntingdon, Jefferson, Juniata, McKean, Mifflin, Montour, Northumberland, Potter, Schuylkill, Snyder, Sullivan, Tioga, Union, Warren, and Wayne.

Purpose: As communicated previously in Provider Alert #9 (08.24.10) and Provider Alert #13 (08.10.2015), providers of drug and alcohol detoxification and rehabilitation services have been required to notify Community Care and the single county authority (SCA) from the individual’s county of residence of an admission to promote better communication and collaboration.

We continue to believe that a closer working relationship between the SCA and providers will positively impact the following elements of service delivery for our members: communication, overall quality of care, coordination of care, and access to resources in the local community that will keep our individuals within their natural environment.

To make this communication more streamlined, Community Care has created the attached Drug & Alcohol Case Notification Form, which can also be found on the Community Care website. Please begin using this form beginning December 1, 2018. This form will help to ensure that drug and alcohol residential facilities are notifying the SCA in the member’s county of residence about the admission and to assess the need for case coordination services.

The process to follow is outlined below:

• Providers must request that individuals sign a release of information form to notify the SCA in the individual’s county of residence where Community Care is the payor or will be the payor once the MA eligibility has been established. Please enter the attached notification form into the member’s chart as evidence of attempt to notify/coordinate even if individual declines to sign release of information.
Coordination with Single County Authority (SCA) Offices

- Providers must request that individuals sign a release of information form to notify Community Care that coordination with the SCA has occurred.

- Upon admission of a Community Care North Central member to the facility, providers are required to notify the county SCA and the Community Care care manager of the admission. Provider will complete the attached form and fax or email (secure) to the SCA of member’s county of residence. Provider may utilize a similar form as long as the content is preserved and entered into the member’s chart as evidence of notification/coordination.

- The SCA and Community Care care manager should be included in any treatment team meetings to assist with exploration of options for individuals, including discussion to determine whether enhanced services in the community and additional community and natural supports, might meet the needs of the individual.

We appreciate your cooperation in this important quality improvement effort. Together, we believe that this will improve the treatment process and enhance coordination of services resulting in better, long-term results for individuals.