



Section: <b>Clinical Practices</b>	Policy Name: <b>Discharge Planning, Care Transition, &amp; Follow Up</b>	Policy Number: <b>MHL 12.08</b>
Owner: <b>Manager of UM &amp; Call Center</b>	Reviewed By: <b>Elizabeth Guisinger, LPC, CAADC</b> <b>Bangalore Ramesh, MD</b>	Total Pages: <b>4</b>
Required By: <input type="checkbox"/> BBA <input type="checkbox"/> MDHHS <input type="checkbox"/> NCQA <input type="checkbox"/> Other (please specify): _____	Final Approval By: <i>Elizabeth Guisinger</i> <small>Elizabeth Guisinger (Jun 4, 2020 10:29 EDT)</small>  <i>B K Ramesh</i> <small>B K Ramesh (Jun 8, 2020 15:34 EDT)</small>	Date Approved: <b>Jun 4, 2020</b>
Application: <input checked="" type="checkbox"/> SWMBH Staff/Ops <input checked="" type="checkbox"/> Participant CMHSPs <input checked="" type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH/IDD Providers <input type="checkbox"/> Other (please specify): _____	Line of Business: <input type="checkbox"/> Medicaid <input type="checkbox"/> Other (please specify): <input type="checkbox"/> Healthy Michigan                      _____ <input type="checkbox"/> SUD Block Grant <input type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> MI Health Link	Effective Date: <b>5/20/2020</b>

**Policy:** It shall be the policy of Southwest Michigan Behavioral Health (SWMBH) to provide/assure that discharge planning, care transition and follow up services meet the contractual and regulatory requirements of National Committee for Quality Assurance (NCQA), the Michigan Department of Health and Human Services (MDHHS) contract and Center for Medicare and Medicaid Services (CMS), Code of Federal Regulations (CFR) and the Public Health Code and advance the recovery and/or independence of SWMBH customers. This will be accomplished by establishing collaborative, planning relationships among CMHSP’s, behavioral health, substance use disorder and medical health care providers and establishing procedures and protocols that support SWMBH principles.

**Purpose:** Transition and Discharge Planning is considered an integral part of treatment, particularly in higher/short-term levels of care. Consideration of the continuum of care and long-term recovery needs of the member will be considered at every step of treatment planning. Discharge planning, care transition and follow up intends to improve the quality of care, improve outcomes and control costs by assuring plan coordination in which primary and specialty mental health, substance use disorder and health providers inform each other regarding their treatment of an individual and collaboration regarding the needs of the patient/individual and acting together to develop an integrated health aftercare plan and implement ongoing aftercare in a manner that eliminates barriers to and duplication of services.

**Scope:** To describe a clear method for assuring member discharge and transition from inpatient psychiatric care occurs in a coordinated fashion with follow up outpatient care provided within specified timeframes.



**Responsibilities:** SWMBH staff will plan discharge aftercare upon member's admission, including but not limited to determining medically necessary level of outpatient care, complete level II if appropriate, make referrals and assist in securing follow-up appointments, and securing Release of Information for applicable parties.

**Definitions:** None

**Standards and Guidelines:**

- A. Should a member's benefits exhaust or end while still needing care, SWMBH and/or the provider network shall work with the member to transition to other identified needed care including educating the member regarding alternatives for continuing care and how to obtain care. SWMBH will assure and assist with transition to another qualified practitioner.
- B. Should a member's current provider terminate services with SWMBH, SWMBH will make a good faith effort to notify the member at least 30 calendar days prior to the termination or as quickly as possible if the provider offers less than 30 days' notice. SWMBH will also assist the member with transitioning to a new provider.
- C. Discharge Planning will occur according to identified Best Practice Guidelines, Medicaid Provider Manual, and SWMBH admission and discharge and medical necessity criteria/policy.
- D. SWMBH will review transition and discharge plans of all members receiving inpatient psychiatric care, crisis residential, partial hospitalization or short term/long term Substance Use Disorder residential services and will ensure that appropriate follow-up care is arranged for members prior to discharge as applicable.
- E. SWMBH's contracted provider network will ensure that all members receiving mental health services and substance use outpatient services are discharged appropriately from their care.
- F. Aftercare services are incorporated into the treatment plan by the treating provider at the onset of treatment. Other identified needs (i.e. mental health, substance use, physical health, etc.) may be addressed concurrently or incorporated into discharge planning and referral process. With the customer's approval, appointments will be scheduled for further treatment as it relates to these identified needs.
  - 1. Follow up substance abuse services will be obtained no more than 7 days after discharge from a detox/residential facility.
  - 2. For a person hospitalized for less than 7 days, a preliminary treatment plan will be developed prior to discharge.
  - 3. For a person hospitalized in a psychiatric facility, an applicable qualified service shall be provided within the 7 and 30-day service provision window
- G. To assure integrated health care planning, notification of a service discharge will be provided to all relevant participants of the Integrated Care Team/IISCAT process and the primary care physician as sharing of information is allowed.
- H. Notification of service transition/discharge provided to members will comply with the applicable SWMBH Grievance and Appeals policies and contractual and regulatory mandates.



- I. SWMBH is concerned with customer satisfaction as it relates to services rendered by SWMBH and its contracted providers. SWMBH will elicit feedback via Member Service as well as satisfaction surveys as necessary.

**Attachments:**

- A. MHL P12.08.01A Follow-Up to Hospitalization for Mental Illness Code List











# MHL 12.08 Discharge Planning Care Transition & Follow-Up

Final Audit Report

2020-06-08

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