

## **MedCommunity Reference Guide:**

**Discharge Coordination** 

Medical Mutual is dedicated to safe and appropriate discharge planning for all of our members. Nurse Reviewers and Case Managers will make frequent contact with your facility to discuss the member's appropriate discharge plan.

#### Medical Mutual Requesting Therapy Notes for Discharge Planning:

- If the discharge plan is to a post-acute facility (SNF/LTAC/IPR), you
  may be asked to submit therapy notes PRIOR to admission to the
  post-acute facility in order to support the admission request. This is
  true particularly if the primary reason for the post-acute admission is
  for therapy services.
  - Note: "Convenient Post-Acute Template" is available under the Resources tab on My Dashboard and may be used to document member's pre-service therapy status.

# Submitting Therapy Notes to Medical Mutual for Review for Discharge to PAC Facility:

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3		2214364975 FN5658 LN26255 SMID2757014 Open Emergency Inpatient MMO Approved May 23.	2022 May 18, 2022	🖂 High Priority Messages

- Under the Service Authorization tab on My Dashboard, click Submitted. (1)
- Use the filter field (2) to search by name or Service Authorization number.
- Click Auth Number blue hyperlink (3) to open Service Authorization screen.

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• Click caret (4) to open Page Resources.

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- Click + icon (5) to display dropdown.
- Click "Attach File" (6) to upload therapy notes.
  - Note: Therapy notes must include baseline information as well as current functionality. Please include all therapy notes that you would like to have considered with your post-acute request. Sending extra information may cause a delay in processing your request.

	Upload File	)								
20	Select file to upload									
7	Choose File No file chosen									
		Close	Upload	8						

- When the pop-up window appears, click "Choose File". (7)
- Locate the file and click "Upload" (8) to add file/document.

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- You will see that the newly added attachment displays in the Documents section. (9)
  - Once the document has been attached, Medical Mutual will review the therapy notes and determine if your requested next-level-ofcare is appropriate.

#### **Discharging to a Post-Acute Care Facility:**

A High-Priority notification will display if an agreement has been reached between the provider and Medical Mutual to discharge member to a postacute care facility:



The notification can be found in your Inbox and will contain the following information:

2/7/22, 12:28 PM
This message was sent with High importance. Thomas Jefferson > Assessment
From MedCompass InruleActionAPI
To Lori Szorady
Attachments
For Member Thomas Jefferson (DOB: 07/04/1950) Based on the information received from the acute facility, the nurse reviewer agreed on 2/7/2022 that member's discharge to SNF is appropriate and valid x 4 days. If member is discharging to post-acute facility, please choose an MMO contracting/in-network facility within member's plan and advise the post-acute facility that they should submit their precept information.

- You may now advise the post-acute facility that a discharge plan agreement has been reached and that the PAC facility may now submit their precert request for admission.
  - Note: If member is discharging to a post-acute facility, please choose a Medical Mutual contracting facility that is within the member's network.

#### Submitting Discharge Date and Disposition:

- Adding the member's discharge information will be completed on the Service Authorization screen.
- **DO NOT** add a new Service Authorization line to report discharge information.

When the discharge information is known, follow these steps:

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My Dashboard	
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Service Authorizations     Submitted     Drafts	Or Last Name
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Auth Number Member Name Member ID Authorization Status Auth Category Auth Type TPA/Carrier Status Detail Received Date Admit/Effective Date	
2213653492 FN8251 LN237734 SMID3711546 Open SNF Inpatient Concurrent Review May 16, 2022 May 17, 2022	🗠 High Priority Messages
Items per page: 50 1-2 of 2 🗸 >	MedCompass InruleActionAPI High-Priority Agreement for Post-Acute Care
	May 16, 2022 2:37 PM 2 days ago

- Under the Service Authorization tab on My Dashboard, click Submitted. (1)
- Use the filter field (2) to search by name or Service Authorization number.
- Click Auth Number blue hyperlink (3) to open Service Authorization screen.

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• Click "Edit" (4) to display full Service Authorization.

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- Complete "Discharge Date" field. (5)
   Note: Discharge date cannot be a future date.
- Use dropdown to complete "Member Discharged To" field. (6)
- To attach a Discharge Summary, see page 7.
- After all discharge information has been entered/attached, click "Save"
   (7) to submit.

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Ŷ	Insurance	N/A	Self Insured	Ohio Operating Engineers	Aug 1, 2019	N/A	Self Insured (ASO)						-
0	Utilization Management +											Show More	◎

- A pop-up notification (8) will display indicating that the discharge information was saved to the Member's Service Authorization.
  - Note: Once saved, Medical Mutual will be notified that discharge information has been added to the Service Authorization.
- Click Dashboard icon (9) to return to My Dashboard.

### Uploading a Discharge Summary:

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• From the Service Authorization screen, click caret (1) to open Page Resources.

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		🗘 Copy From
	🖉 Call Log (0)	💷 Merge & Send
	No Records found	🕼 Send Support Materials

- To upload a discharge summary, click Documents + icon. (2)
  - If Member discharged to anywhere other than their home or if Member will have home health care services, please include the facility/agency name, address and phone number in your discharge summary.
- Click "Attach File" (3) to open Upload File screen.



- When the pop-up window appears, click "Choose File". (4)
- Locate the file and click "Upload" (5) to add file/document.

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<b>8</b>	Health 360 Demographics	Authorization Number 2213653492 Case Owner Debra Armstrong-Krupla	External Identifier N/A Admit/Effective Date May 17, 2022	Date Received 5/16/22, 8/26 AM Discharge Date N/A	Auth Type Inpatient LOB Self Insured	Authorization Status Open Plan Ohio Operating Engineers	Status Date \$/17/22, 2:58 PM Effective Date Aug 1, 2019	Priority SNF	Next Review Date 5/23/22, 12:00 AN Funding Indicator Self Insured (ASO)	e Cese D M N/A	Documents	(2)	+
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- Newly added discharge summary document will be visible under Documents in Page Resources section. (6)
- Click Dashboard icon (7) in the global navigation bar to return to My Dashboard.