
HOSPITALIZATION CHECKLIST

Regardless of when or how a CCMP network CMA learns of a hospitalization, the Case Manager is required to provide follow up to improve member health and prevent re-admission as follows:

IF YOU FIND OUT ABOUT THE HOSPITALIZATION BEFORE DISCHARGE

Within two business days of learning a member is in the hospital

- Make contact with the hospital, member, or appropriate Care Team Members to:
 - Notify the hospital of the member's Health Home enrollment
 - Determine the admission date
 - Determine the anticipated length of stay
 - Determine the reason for admission
 - Collaborate on discharge planning
- For detox: attempt an in -person visit during the admission and within 24 hours of discharge

IF YOU FIND OUT ABOUT THE HOSPITALIZATION AFTER DISCHARGE

Within two business days of learning a member was in the hospital

- Make contact with the hospital, member, or appropriate Care Team Members to:
 - Determine the admission and discharge date
 - Determine the reason for admission
 - Understand the discharge instructions

AFTER THE MEMBER HAS BEEN DISCHARGED

- Review discharge instructions with member
- Ensure member is scheduled for a follow up appointment with the appropriate outpatient provider within seven days of discharge (unless the treatment team recommended an earlier/later timeframe)
- For psychiatric admissions: Ensure member is scheduled for a second follow up appointment with their psychiatric provider within 30 days of discharge (unless the treatment team recommended an earlier/later timeframe)
- Provide supports to the member to keep the follow-up appointments
- Assist member with obtaining new or changed medications
- Add/update hospitalization follow up tasks on the Plan of Care as applicable, to prevent future admissions.

LONG TERM HOSPITALIZATION

- If there is no immediate plan for discharge to the community, consult the Excluded Settings Policy.