

UCare MSHO / MSC+ Institutionalized Member Process Flow

For further detail on any step review the requirements grid.

Key

* Assignment = date received

** Enrollment = 1st day of the month

CM entity retrieves enrollment report and sorts by transfer in/transfer out/new enrollee

Assign a Care Coordinator (CC) to each member.

CC Informs member of name and phone number of CC within 10 days of assignment by sending a "Welcome Letter" (new members) or a "Change in Care Coordination" letter (transferred in members).

Within 30 days of enrollment ** visit member face to face and complete the ICCD Form, using information from MDS and facility chart.

Obtain a copy of the ICT signature page from MDS

Retain the following in member's file:
ICT signature Page
ICCD
Facility POC

Contact member or NF Staff either telephonically or face-to-face 6 months from initial assessment date and document your discussion

If MSHO, document the member's initial and annual assessments on Part C Log

Complete the annual Face to Face ICCD Assessment within 365 days of the previous face to face assessment.

Terminology Key

ICCD – Institutional Care Coordination Document

ICT – Interdisciplinary Care Team

MDS – Minimum Data Set

NF – Nursing Facility

POC – Plan of Care