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Policy Name Case Management Interface and Outreach	Policy Number CM-28
Business Segment Healthcare, CareAllies	
Initial Effective Date: 02/2004	Policy Committee Approval Date(s): 08/14/12; 07/09/13; 07/08/14
Replaces Policies: CGCM-IV-23 Case Management Interface and Outreach	

PURPOSE:

The purpose of this policy is to establish consistent interface and customer outreach within the Case Management Program.

POLICY STATEMENT:

Cigna's Case Management Program delivers a focused approach to selected case management populations. Cases referred to case management are screened to identify customers with clinical situations for which case management services may provide an optimal clinical outcome. Referral criteria tools are used to determine the appropriate case management population.

Definitions:

For purposes of this policy "customer" means an individual participant or member.

Specialty Case Management: Transplant, High Risk Maternity (HRM), Neonatal Intensive Care Unit (NICU) and Oncology

State Compliance: No known state specific mandates.

PROCEDURE:

Inpatient Case Manager (IPCM)/Extended Care Facility Case Manager (ECF CM) evaluates customers admitted to an inpatient setting for new case management opportunities. **If the customer is in Specialty case management the case is sent directly to the appropriate Case Manager.**

1. IPCM/ECF CM utilizes the PreVue tool for case management referral triggers
2. IPCM/ECF CM refers case to the appropriate case management area (if applicable) and includes the following information:
 - Facility contact information
 - Confirmation clinical notes are current

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- Discharge or treatment plan information not specified in the summary
 - Verification the customer phone number in case is current
 - Verification the treating health care professionals managing the case are identified
 - Contractual specifics of the facility that may have an impact
 - Contact information of the IPCM/ECF for any questions
3. IPCM/ECF CM designs and implements discharge plan
- If the customer is in **active case management**, the IPCM/ECF CM contacts the assigned case manager and collaborates on the discharge plan. The IPCM/ECF CM owns the case while the customer is in the inpatient setting and facilitates immediate needs (i.e. same day needs) prior to customer's discharge.
 - If the customer is in **Specialty case management**, the assigned case manager owns the case including the design and implementation of the discharge plan.
- A. Case Manager (CM) outreaches to the customer/responsible party to assess and evaluate the need for case management services. The CM owns the case once the customer is discharged.

A Language Line service is available 24/7 to assist CM staff in obtaining an interpreter for communication with a non-English speaking customer. The Language Line phone number is 1-800-874-9426 and is free of charge. The CM must provide a client ID#, organization name and budget code to engage an interpreter.

Cigna Healthcare utilizes the 711 Relay Center which interfaces with existing phone equipment (TDD/TTY) for deaf, hard of hearing and speech impaired customers.

HIPAA Applicable Policies & Procedures:

Minimum Necessary Use, Disclosure and Request of Protected Health Information
Privacy and Confidentiality of Individually Identifiable Protected Health Information
Confidential Communications
Physical, Technical and Administrative Safeguards
Restrictions on the Use and Disclosure of Protected Health Information
Privacy Complaints
Amendment of Designated Record Set, Statement of Disagreement and Revocation Policy
Authorization
Verification and Disclosure

RELATED POLICY AND PROCEDURES:

Closure of a Case Management Case Policy
Inpatient Case Management/Continued Case Review Policy
Case Management Disclosure and Consent Policy
Referral Identification, Acceptance and Assignment Process Policy

Links/PDFs: N/A

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