



Policy Title: Health Home Member Access to Care	DOH Policy Name: NA DOH Reference Number: NA Effective Date: 11/9/2022
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POLICY STATEMENT

It is the responsibility of the Bassett Community Health Navigation Health Home (BCHNHH) to ensure that all Partnering Care Management Agencies (CMAs) have 24 hours 7 days a week telephone access to care management staff for their enrolled members. Ensuring availability of care for members who may experience crisis situation/events outside of business hours is an ideal part to provide optimal care to our members. BCHNHH has developed this Access to Care policy that addresses purpose, scope, roles and responsibilities, management commitment, coordination among organization entities, and compliance. This policy will provide guidance on requirements each CMA should comply to.

SCOPE

This policy provides the guidance Partnering CMAs need to provide Care Management Services to Members outside of normal business hours. On-Call services are provided to all members within the BCHNHH and Partnering CMAs Network.

OBJECTIVES

This policy will outline requirements that each CMA must follow to ensure that each of their members and staff understand on-call procedures and who to reach after hours. Staff should understand how to navigate notifying appropriate staff when members utilize the on-call services and what is required in the documentation.

DEFINITIONS

Primary Care Manager

Members assigned care manager that provides them monthly Core services.

On-Call Care Manager

The Care Manager that is assigned to the On-Call afterhours.

Care Management Record System

A structured information system, maintained by Bassett Community Health Navigation Health Home and made available for Health Home Service Providers to utilize, as applicable and appropriate to their role in the Health Home.



ROLES AND RESPONSIBILITIES

Health Home Administration Responsibilities

BCHNH will provide Health Home Service Providers with guidance on how to utilize the on-call system providing information on what should occur when members call, how to assist them, who to notify, and what documentation is required.

CMA Supervisor Responsibilities

CMA Supervisors will ensure timely follow up occurs when notified a member has utilized the on-call system and assist their staff with any follow up requirements that may be needed, while ensuring this is occurring within the designated time frames.

Navigator/CM Responsibilities

It is the responsibility of the Care Managers to understand the on-call process, who is on call, how to assist the members utilizing the system, and who they can contact if further assistance is needed. Each CM must understand how their on-call process works within their own CMA, how and when to appropriately notify which staff, and their documentation requirements.

PROCEDURES

1. Upon enrollment, the Health Home Participant and/or their Parent(s)/Legal Guardian will be provided with contact information for the Care Manager (CM), the CM assigned to the individual/family, as well as alternate numbers that can be utilized after normal business hours, to address non-life-threatening concerns or issues.
2. The member and/or their Parent(s)/Legal Guardian will be educated on the use of all contact numbers.
 - a. It is the responsibility of the CM to ensure that their clients have been given the after-hours on-call phone number, and that clients are encouraged to reach out to the CM, or on-call number as their first point of contact in nonlife-threatening emergencies.
3. Recorded messages on the CMs voicemail system will direct Health Home Participants to the on-call number after normal business hours.
4. When responding to the call, the on-call CMs will do the following:
 - a. Identify the situation or concern and provide needed information, support and assistance.
 - b. Determine if medical/behavioral treatment is warranted.
 - i. If a visit is warranted, the on-call CM will assist with coordination of care with an available facility (ED, physician after hour clinics, etc.)
 - ii. If there is a life-threatening event, the on-call CM will call 911 for Emergency Responders to be sent to Health Home Members current address or stated location.
 - c. The on-call Care Manager will refer to the members Plan of Care and crisis plans, providing feedback and advising accordingly. If it is determined that the issue can be deferred to the members PCP, then the member will be advised as such and assisted in scheduling an appointment.
 - i. The on-call Care Manager will notify the member's primary Care Manager and Supervisor of the situation and provided recommendations/actions taken no later than the next business day.
 - ii. The members care manager will follow up with the member within 72 business hours if non-urgent, and within 48 business hours if there was a life-threatening event or other crisis.



- iii. If the event results in a hospitalization or other inpatient stay CM should refer to BCHN008: *Continuity of Care and Re-Engagement of Enrolled Members*

5. Documenting a Call:

- a. When receiving a call after hours, the details of the call must be documented as a note in the members Care Management Record.
- b. The information will be shared with the Primary Care Manager and the Care Management Supervisor.
- c. The note should include the reasoning for the members call, what was discussed, what actions were taken, resources provided, what the outcome of the conversation was,
- d. An additional note should be documented showing the discussion between the on-call CM and primary CM occurred.
- e. The Primary Care Manager will update the members Plan of Care if needed after discussion with the member.
- f. The Primary Care Manager may have to assist further with linking to new providers, resources, support groups, etc.

COMMUNICATION/TRAINING/IMPLEMENTATION

All staff will be provided with policy and procedure discussing after-hours on-call navigation procedures. Each CMA must ensure their staff are following policy and procedure set forth by BCHNHH. All staff must be informed by their supervisors of their internal procedures when members utilize the on-call system. Each staff should be informed of local resources, medical facilities, and other possible programs or staff to contact if further assistance is needed. Supervisors must ensure that an on-call schedule is clearly reflected to staff and understood.

Quality Management & Performance Improvement

BCHNHH will maintain record of each partnering CMA's on-call policy and system used for 24 hour, 7 day a week access to services. Partnering CMAs may ask BCHNHH for further guidance when needed.

RELATED FORMS