Staff Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Defining Diligent Search Efforts**

1. DSE is for Members who we have not had any successful contact with in the past \_\_\_\_\_\_ to \_\_\_\_\_\_ days.
2. Members should only be placed in DSE after there are multiple documented attempts to locate the Member.

True  False

1. Members must stay in DSE for three months before being discharged from the program.

True  False

**Determining Who Needs DSE**

1. Members who consistently cancel appointments with their Care Coordinator should be placed in DSE Status.

True  False

1. Policy allows for some discretion when putting Members into DSE who were enrolled in the past:

30 days  60 days  90 days  There is no discretion allowed

1. As a best practice, you should consult with your supervisor before putting someone in DSE status.

True  False

**Moving into DSE Status**

1. The first month of the allowable three months of DSE starts the first day of the month after the Member is placed in DSE.

True  False

1. Complete the following matrix by indicating if the timing of each example is the:

* Ideal time to put someone in DSE
* Acceptable time to put someone in DSE
* Unacceptable time to put someone in DSE

|  |  |
| --- | --- |
| **Date of Note to Put Member in DSE** |  |
| November 27, 2019 | Ideal   Acceptable   Not Acceptable |
| November 3, 2019 | Ideal   Acceptable   Not Acceptable |
| November 11, 2019 | Ideal   Acceptable   Not Acceptable |

**Status Requirements to Bill**

1. The Plan of Care should be updated when someone is placed in DSE if the Plan update is due in the next three months.

True  False

1. Notifying the MCO of the Member's change in status counts towards billable activity while in DSE status.

True  False

1. How many DSE activities are required in one month to bill?

1 activity  2 different activities  3 different activities  5 different activities

1. Activities should be varied (i.e., not calling the same number over and over each month) and show progressive, meaningful attempts to locate the Member.

True  False

**Moving out of DSE Status**

1. If a Member is not taken out of DSE in three months, s/he will be automatically discharged from the program.

True  False