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