Diligent Search Efforts (DSE)

CONCEPTS AND GUIDANCE

FOR CARE COORDINATORS AND SUPERVISORS

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Training Outline

1. Defining Diligent Search Efforts Status (DSE)
2. Determining who Needs DSE
3. Moving into DSE Status
4. Status Requirements to Bill
5. Moving out of DSE Status

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Diligent Search Status

DSE is for Members who we have not had successful contacts with:
- Over the past 30-60 days and
- Despite our multiple, documented attempts to make contact with the Member

✓ Members who are not meaningfully engaged are NOT put into DSE as long as we are having some sort of contact with them.

✓ Members who are not meaningfully engaged may need to be discharged from the program.

Not Meaningfully Engaged ≠ DSE
No contact at all = DSE

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Diligent Search Status

DSE allows for billing at the enrolled rate for progressive, diligent efforts to locate a Member who is lost to contact.

✓ Members can stay in this status for <u>up to</u> three consecutive months.

✓ Gives us time to exhaust all efforts to locate and re-engage the Member in services.

✓ Allows us to close before three months are up if there are not many options to locate the Member.

✓ Provides payment for the diligent efforts to locate the Member once in this status.

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Who Needs DSE?

Only those who we have not had contact with in 30-60 days, despite multiple documented attempted to contact them, will be placed in DSE

Policy also allows for Members to move to DSE after 30 to 60 days without contact.

Allows for some leeway if you have Members who sometimes do not engage for a month. After 60 days without contact, everyone goes into DSE

Policy also allows for some discretion with newly enrolled Members who are lost to contact.

For Members enrolled in the past 60 days, consult with your supervisor about moving into DSE or dis-enrolling the Member

Best Practice:
✓ Consult with your supervisor before putting anyone into DSE status or closing them out from DSE

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Moving into DSE Status

- DSE is a time limited status (up to three months)

- DSE timeframes are automatically calculated by DOH and CareManager

Month 1 of DSE is the month the person enters DSE status, regardless of what day the note was written.
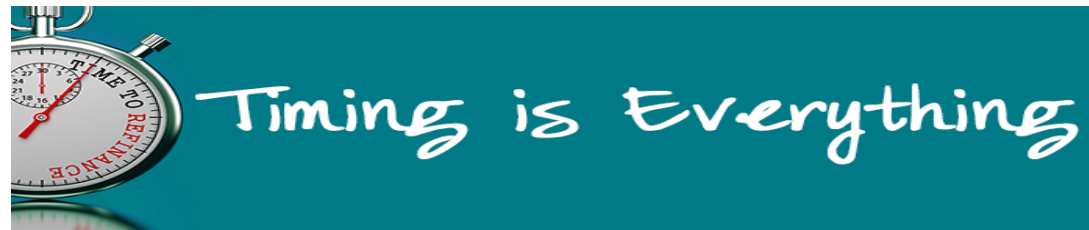
Best Practice:
- ✓ Do NOT put Members into DSE status at the end of the month
- ✓ Be mindful that if someone goes into DSE status mid-month, we have limited time to get three Diligent Search Efforts conducted between the time of status change and the end of the month.

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Timing is Everything

Moving into DSE Status

	Date of Note to put into DSE	Month 1 of DSE	Billing Implications	Programmatic Implications
Example 1	11/29/2019	November 2019	If we did DSE activities prior to November 29, cannot bill because the Member was not in the status at time the DSE activities were completed.	Month 1 is over and December will start Month 2, essentially leaving only two months to look for Member
Example 2	11/1/2019	November 2019	None, as long as three DSE activities are conducted starting in November 2019.	Up to three months of DSE available to work to find Member Case will close at end of January 2020
Example 3	11/15/2019	November 2019	We have only the remaining days in the month of November to attempt three DSE contacts.	After the balance of November, only two more months of DSE available
Example 4	12/1/2019	December 2019	None, as long as three DSE activities are conducted starting in December 2019.	Up to three months of DSE available to work to find Member Case will close at end of February 2020

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Requirements to Bill when in DSE

❑ Update the Plan of Care to reflect DSE activities you will attempt over the next few months.
  ❑ Policy C6. Section E4 has suggestions for what might go in the Plan of Care
  ❑ This update can be an Amendment or Biannual

❑ Contact the MCO to inform them of the status change and obtain any updated demographics
  ❑ MCOs have specific forms or ways to communicate this
  ❑ This requirement is waived if the Member does not have an MCO

❑ Conduct a minimum of three varied Diligent Search Efforts each month the Member is in the status
  ❑ These are the activities you outlined in the POC update when the Member was placed in DSE
  ❑ Contacting the MCO counts one activity in Month 1

Three simple steps: Plan, Inform, Search

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Moving out of DSE Status

It is equally important that Members be taken out of this status when appropriate.

❑ If the Member is found and re-engaged before three months, be sure to move them back to Enrolled Status via a Contact Note.

❑ If the Member is not moved back to Enrolled Status, his or her case will be closed by CareManager after three months of being in DSE.

❑ If the Member is not found throughout the three months of DSE, manually discharge the case with your supervisor BEFORE the end of Month 3. Please do not let charts auto-discharge out of CareManager.

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Remember: Month 1 of DSE is whatever month they were placed in DSE Status!

Moving out of DSE Status

If someone who is closed from DSE re-engages shortly thereafter, a Supervisor can void the discharge and then the Member can be moved back into Enrolled Status (via a Contact Note)

This can be done instead of opening a new episode of care in CareManager.

You will need to move the Member to Enrolled Status that day, or the system will re-close the case at midnight.

Policy References

When in doubt, consult the policy!

Policy C. Care Coordination
      6. Case Closure and Re-engagement

DSE / Excluded Setting FAQ Document
DSE Quick Guide

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Questions?