




## Community Health Connections Health Home DSE Quick Guide

1. **Review the weekly Actionboards** to determine which Members have not had a successful contact in 1-2 calendar months.
  - a. If the Member was recently enrolled (in the past 2 months), talk to your supervisor about whether it is most appropriate to pursue DSE or simply close the case.
2. **Write a Contact Note** to move the Member into Diligent Search Efforts Status but move Members early in the month after the 1-2 months of no engagement.

Month 1 of DSE is the month the note is written and DSE is a time limited status!

Date of Note to put into DSE	Month 1 of DSE	Programmatic Implications	
11/29/2020	November 2020	Month 1 is over, and December will start Month 2, essentially leaving only two months to look for Member	
11/15/2020	November 2020	After the balance of November, only two more months of DSE available	
11/3/2020	November 2020	Up to three months of DSE available to work to find Member; case will close at end of January 2021	

3. **UPDATE THE PLAN OF CARE!** The very first thing you should do after moving someone to DSE is update the POC with the DSE activities you will pursue to re-engage the Member.
  - a. If the Annual update is coming due, make this your Annual POC.
  - b. If the Annual was just done, or is not due for a while, make the POC an Amendment.

*If the Member re-engages during DSE, remember to update the Plan of Care with them at re-engagement!*

4. **CONTACT THE MCO!** If the Member has an MCO, you must inform them of the move to DSE. Remember if you do not have consent for the MCO, you can reach out to the Lead to complete this step
5. **Complete THREE DSE Activities for up to three months.** You must complete at least three DSE activities from the Plan created in step 3 to bill. Contacting the MCO in Step 4 counts as one activity for Month 1 of DSE.
6. **Remove the Member from DSE Status if contact is made.** So that the Member is not auto discharged, remember to move them back to Enrolled status via another Contact Note when if they re-engage in services.
  - a. If they do not re-engage, the case will be closed in accordance with Policy C6.
7. **Complete the Initial Appropriateness Screening in CareManager.** When the Member is moved back to enrolled status, a new screening is required in CareManager. If the case is being discharged, this is not required.
8. **Talk to the Member about the period of disengagement.** If the Member is re-engaged, be sure to have a conversation with them about what transpired while they were out of touch and remind them that we look to speak with them each month. This can help to reduce future periods of disengagement and DSE.
  - a. This is also a time to remove your DSE activities from the Plan and update it with anything, as needed, based on what occurred during the period of disengagement.

*For more on DSE, including some suggestions for DSE activities, see [Policy C6: Case Closure and Re-engagement](#)*