



Primary Care Health Home

Discharge Protocols and Instructions for Completing Form

- **Discharge forms must be sent in a secure or encrypted email** to comply with HIPAA requirements.
- Newest versions of the form are available on the **Resources page of the Primary Care Health Home website**: <https://dss.mo.gov/mhd/cs/health-homes/resources.htm>.
- The words "**PCHH Discharges**" **should be included in the subject line of the email**. Note the **number of forms attached in the subject line of the email**.
- The person filling out the form must **complete all applicable fields** on the discharge form (including reason for discharge).
- Forms should be **saved using the filename convention: Lastname, Firstname** (this keeps us from having to rename each form when we save it). If including other information such as your initials, date submitted, form type, etc., place at the end of the file name.
- Only **one type of form** should be included in an email (**up to 15** of the same type can be submitted in one email).
- Please make sure that you **submit a form only once**. Duplicate forms result in extra work for the Enrollment Coordinator (and for health homes as well).
- **Forms may be denied/returned** for correction if information is omitted or these instructions are not followed.
- **E-mail all forms to the Enrollment Coordinator** at pchh@dss.mo.gov **as early in the month as possible**.
- **PCHH organizations may discharge a patient from a Health Home** if they determine the patient is not benefitting from, is not appropriate for, is no longer a patient at, or will not engage with the Health Home – or if Medicaid is no longer active or eligible for PCHH, or spend-down hasn't been met for 3 consecutive months.
- A patient/guardian may initiate a discharge from a Health Home by contacting the Health Home provider either by phone or in the initial face-to-face meeting, or any time thereafter.
- **All discharges are effective the last day of the month in which the discharge was approved**. Participants discharged on the last day of a month **will still show up on the attestation report for that month**.
- **A person may be attested "yes" for that month for the "touch" of assessing and processing the discharge**.