



MO HealthNet

Primary Care Health Home Discharge Protocol

All discharge requests 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.

They must be sent in an encrypted email, or as a password protected file to comply with HIPAA requirements. If your organization has a secure email system, the unencrypted version of the form may be used. If your organization does not have secure email, you must use the password protected version of the form. Contact Kathy Brown (mary.k.brown@dss.mo.gov) for an electronic copy of either type of form. The words "PCHH Discharges" should be included in the subject line of the email. Note the number of forms attached in the subject or body of the email.

Providers will **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). Only **one type of form** should be included in an email (multiple forms of the same type are fine). 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). Mail all forms to the Enrollment Coordinator at pchh@dss.mo.gov.

Discharges from a Health Home can be initiated by:

- Patient/guardian
- The Health Home

Discharges initiated by a patient/guardian

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.

If the patient/guardian wants to initiate a discharge and is not interested in meeting with the Health Home provider:

- Strongly encourage the patient/guardian to contact the Health Home provider. Point out that the guardian’s ward/patient is already a patient in the Health Home provider’s practice.

- If the guardian/patient continues to refuse to participate in the Health Home, , then the PCHH provider completes the discharge request form and emails it to the Health Home Enrollment Coordinator.

Discharges initiated by the Health Home provider

Providers may also request the discharge of a patient from a Health Home if they determine the patient could not benefit from or is not appropriate for the Health Home.

If a provider requests the discharge of a patient:

- The provider attempts to meet face to face with the patient/guardian to discuss their reasons for considering discharge (including not benefiting, or possibly more appropriate for another health home). If the patient is a minor, this meeting must be with and/or include the parent/guardian. The provider and the patient/guardian will conclude the conversation with a mutual understanding of the decision made and, if discharged, the reason for discharge. The provider completes the top section of the Health Home discharge request form and emails it to the Health Home Enrollment Coordinator to complete the discharge.
- The discharge request is reviewed by Health Home Enrollment Coordinator.

If the discharge request is approved, the Health Home Enrollment Coordinator processes the discharge, this will show on the enrollment/discharge report the health home director receives in the first few days of the next month.

If the discharge request is not approved, the Health Home Enrollment Coordinator will complete the MO HealthNet Use Only section of the discharge request form and email a copy of the form back to the PCHH provider showing the reason for denial.