



TO: ALL PRIMARY CARE AND SPECIALIST PROVIDERS OF DOCTORS CHOICE MEDICAL GROUP
FROM: MSO INC. UM DEPARTMENT
SUBJECT: CASE MANAGEMENT PROCEDURE FOR HOSPITALS/HEALTH PLANS
DATE: AUGUST 1, 2014
CC: MSO INC. OF SOUTHERN CALIFORNIA
LAN PHAM, MPH, CPUR PRESIDENT/CEO AND COMPLIANCE OFFICER
MSO INC. OF SOUTHERN CALIFORNIA STAFF

This memo is to advise you of the changes and additions to hospital case management procedures for your patients.

When your patient in Doctors Choice Medical Group is admitted into a hospital, the attending physician & specialist must obtain specific approval from the IPA/Medical Group **before** providing any services to the member – **such prior auth may be obtained by the Primary Care Physician assigned to the member.**

AFTER DISCHARGE – The member must follow up with His/Her PCP as soon as possible and all outpatient follow up visits must be submitted by the PCP to the IPA. **PCP should obtain specialist consult notes to determine the medical necessity for any other specialist follow up consults or services.**

- *HOW TO SUBMIT FOLLOW UP VISIT DATA TO IPA:*

- Through Encounter Data (in RIOTAP or HCFA-1500 Form) to MSO Inc., OR Health Plan **STAR Incentive Program**, using visit codes 99203/99213. *Patients discharged must be followed up within 7 days to avoid readmission to satisfy **HEDIS Measure ‘Plan All-Cause Readmissions (PCR)’**
- **FOR COPD PATIENTS** – PCP **MUST** prescribe corticosteroid AND bronchodilator **WITHIN 14 DAYS** of discharge to satisfy **HEDIS MEASURE ‘Pharmacotherapy management of COPD Exacerbation (PCE)’**

For your convenience, we are attaching a list showing the IPA MEDICAL DIRECTOR(S) AND CONTRACTED HOSPITALISTS AND THEIR HOSPITALST THEY HAVE ADMITTING PRIVILEGES TO.

Please contact the health plan or our UM department at (626) 656-2370 if there are any questions in regards to case management.

BRAND NEW DAY: (866) 255-4795

CENTRAL HEALTH MEMBER SERVICES: (866) 324-2427

EASY CHOICE MEMBER SERVICES: (866) 999-3945

Thank you for your support and assistance.

UM Dept. of MSO Inc. of Southern California