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	Approval Signature:			

TMMP – 58 IDENTIFICATION AND REFERRAL OF CASE MANAGEMENT TO PLAN

Policy

Triad Healthcare, Inc. Clinical Coaches and Senior Medical Director shall communicate clinical issues beyond the delegated scope of services which become apparent during care planning. Care Plan information or other supportive documentation shall be forwarded by the Senior Medical Director to designated staff at the member's health plan within one (1) business day in a secure manner to protect the confidentiality of the member.

1. All clinical coaches shall be trained in the identification of circumstances, which possess the likelihood of impacting the health and welfare of the health plan member. Examples include, but are not limited to, members who are not compliant with recommended treatment (e.g., over or under utilization of prescribed medication, or continued delay / failure to present for necessary diagnostic tests). Such cases may qualify for, or require, case management through services offered by the health plan.
2. The clinical coach who reviewed the case shall advise the Senior Medical Director or, in their absence, the Medical Director of the Care Plan information.

Table of Revisions

Revision Date	Modified By	Description
08/07/2008	Level 1, 2, 3	Policy review.
11/27/2007	Level 2, 3, 4, 5 Approvals.	Text revised to assign policy number to approved policy by MQIC on 07/13/2007, reformat header of policy and remove process text now incorporated into process documentation.