

Humana | Healthy Horizons™ in Louisiana

Medicaid Clinical Model
Special Population: DOC Pre-Release Program Process

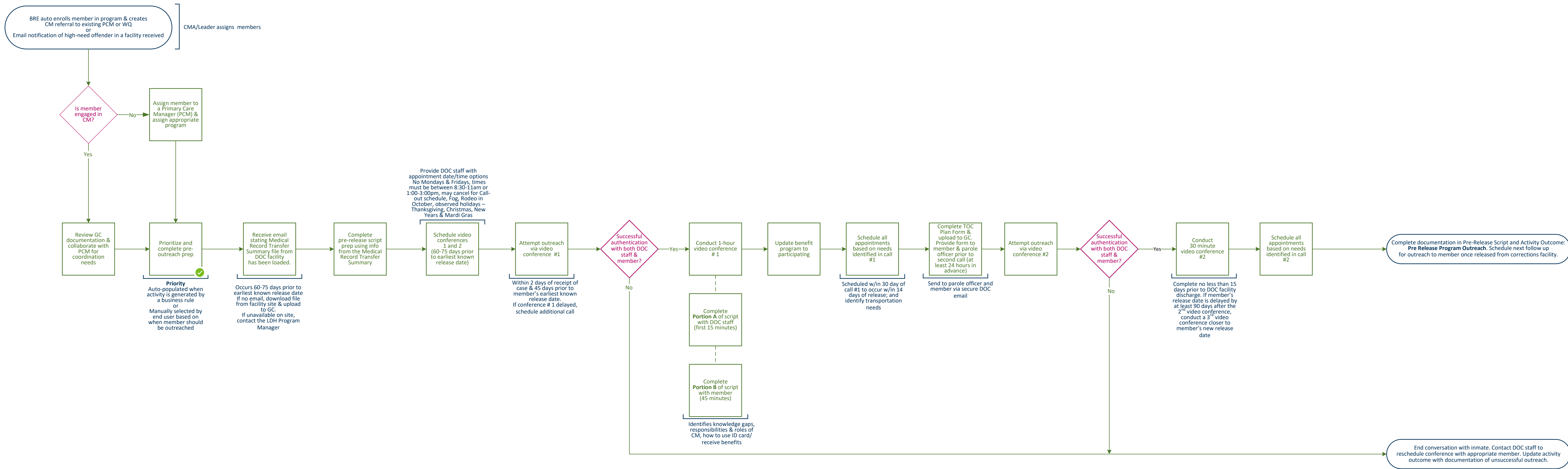
Managed by: Pre Release CM Liaison

LDH Pre-Release Program Manual is located at [Justice-Involved Pre-Release Enrollment Program](#)

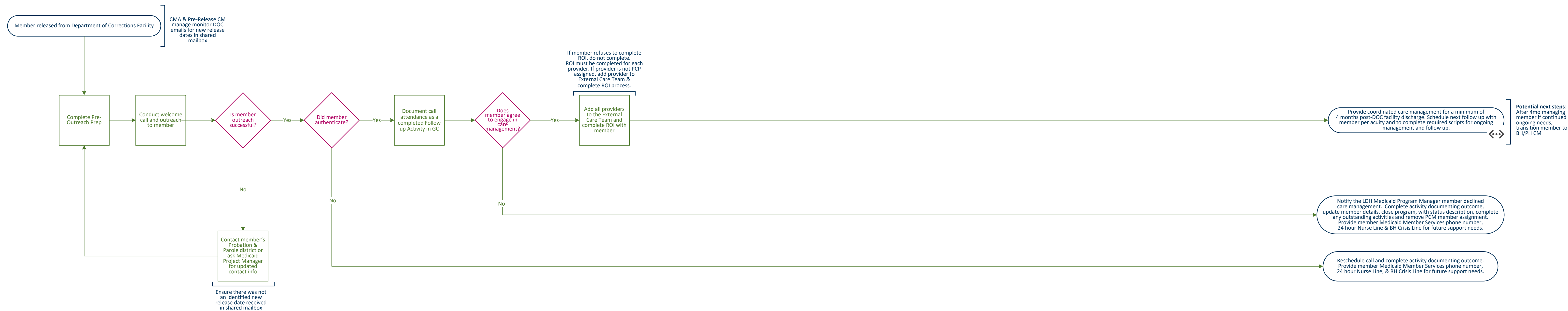
Key population: Incarcerated members requiring 2 telephonic visits to identify post release needs. After release, members are care managed for a minimum of 4 months (transitional).

Pathway to CM: Email notification of high-need offender to Humana CM shared mailbox or Business Rules Engine (BRE) auto-enrolls member in a Clinical program "Justice Involved Pre-Release Outreach" and generates a care activity for outreach to work queue based on the following criteria: All Justice Involved Pre-Release members are identified w/address of corrections facility/prison

Member in Corrections Facility



Member Released from Corrections Facility



Member Declinations

- If member declines completion of any activity (assessment, care plan, referrals, etc.) at time of outreach but agrees to follow up, complete activity documenting outcome and reschedule to complete with member.
- If member refuses to complete a ROI for a provider, CSOC CM or other entity, document refusal in the Notes section of the Activity outcome. Ensure no information regarding care plans or assessments is shared with provider, CSOC CM or other entity due to member's refusal to complete ROI.
- If at any point member declines to continue participating in program, complete activity documenting outcome, close program, complete any outstanding activities, and remove PCM member assignment.

Days Before Release	Timeline
60-75	Contact DOC facility for member's medical records. Schedule 1 st case management visit.
45 (+/- 15)	Conduct 1 st case management visit
30	Schedule 2 nd case management visit, if not already scheduled
15 (+/- 5)	Conduct 2 nd case management visit. Send Transition of Care Plan to DOC for member.
0	Member's release date