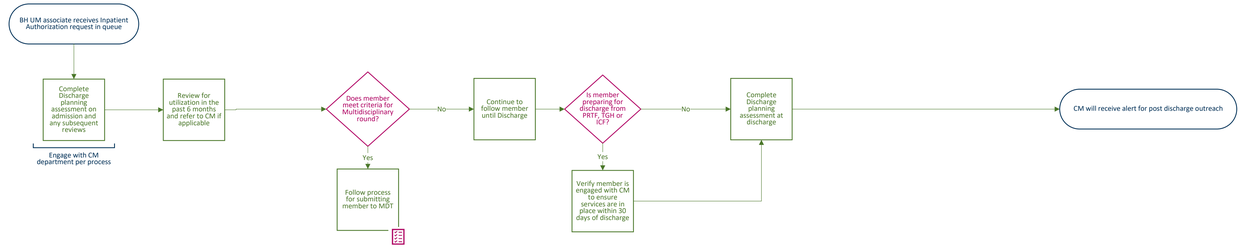
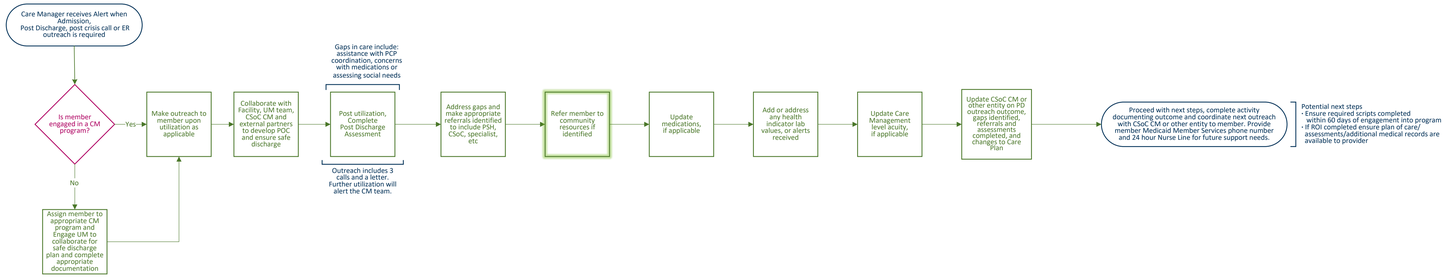
CM Risk for Readmission

Utilization Management



Care Management

For **ALL** members agreeing to engage in Care Management, offer face-to-face visit based on member preference and/or clinical judgment



Member Declinations

1. 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.
2. 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.
3. 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