POLICY AND PROCEDURE

DEPARTMENT:	DOCUMENT NAME:
Medical Management	TruCare® Standards for Documentation
PAGE: 1 of 4	**REPLACES DOCUMENT:**
APPROVED DATE: 11/25/13	**RETIRED:**
EFFECTIVE DATE: 07/25/11, 2/1/15	**REVIEWED/REVISED:** 11/13; 6/14; 11/14, 9/15, 8/16, 8/18, 7/19, 5/20
PRODUCT TYPE: All	**REFERENCE NUMBER LA**.UM.06.04

SCOPE:
Louisiana Healthcare Connections Plan Medical Management Department

PURPOSE:
To describe the documentation standards in the TruCare® Medical Management documentation system in order for the system to provide the authorization number and effective dates for authorization to participating providers and applicable non-participating providers; as well as, to electronically store and report all service authorization requests, including the time and date received, decisions made by the Plan regarding the service requests, clinical data to support the decision, and time frames for notification of providers and members of decisions. (~~RFP~~ **Emergency Contract** 8.4.2.5 & 8.4.2.6)

POLICY:
It is the policy of the Medical Management department that the required clinical documentation standards will be upheld in the TruCare® clinical documentation system, as outlined within this policy and procedure.

PROCEDURE:
The Training department will utilize the Corporate TruCare® User Guides that will be reviewed and updated as needed by the Corporate Medical Management Department, to reflect and detail the sections which house the necessary documentation for Utilization Management (UM) and Case Management (CM) activities. The TruCare® User Guides are the primary source for system defined usage, and all staff working in the system need to frequently reference the user guides to ensure the clinical quality and documentation standards are adhered to across the continuum of UM and CM activities. The Medical Management departments are responsible for maintaining accurate clinical documentation on member centered UM and CM activities.

Consistent, current and complete documentation in the medical record is an essential component of quality member care. All member documentation will be entered in the clinical documentation system at the time of service delivery (e.g. same business day). Medical records must be maintained in an organized medical record-keeping system in compliance with Plan medical documentation and record-keeping practice standards.

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The following clinical documentation tools within the TruCare® Medical Management system will be utilized during UM and CM work processes.

1. TruCare® Dashboard
   - Members
   - Tasks
     - My Tasks
     - My Groups Queues
     - Personal Queue
   - ~~Scheduler (Not being used at this time)~~
   - Today's Tasks and Task Reminders
   - ~~Calendar (Not using at this time)~~
   - Case Load Summary
2. Member Information
   - Member Summary
   - Demographics
   - Eligibility & Benefits Summary
   - Contacts Summary
   - ~~Predictive Modeling (Not using at this time)~~
3. Clinical
   - Medications Summary
   - Diagnosis Summary
   - Allergies Summary
   - Birth Event Summary
   - Key Metric Summary
4. Care Management
   - Referral Summary
   - Assessments Summary
   - Care Plan Summary
   - Case Summary
   - ~~Program Summary (Not using at this time)~~
5. Authorizations
   - Authorization Summary
     - Inpatient Authorizations
       - Appeal Summary
     - Service / Procedure Authorizations
       - Appeal Summary

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6. Documentation
- Notes Summary / ~~Add~~ **Create** Note**/Edit Note /** Comments / Void ~~a~~ Note
- Correspondence Summary
- Document Summary
- ~~Time Tracking (Not using at this time)~~

7. Tasks (within the member)
- All Tasks
- Add Tasks

~~8. Scheduler (Not using at this time)~~
- ~~Add appointment~~

REFERENCES:

TruCare® User Guides:

> https://cnet.centene.com/sites/MedicalManagementOperations1/MedicalManagementTrainingResources/SitePages/Home.aspx?RootFolder=%2Fsites%2FMedicalManagementOperations1%2FMedicalManagementTrainingResources%2FShared%20Documents%2FTruCare%2FTruCare%20Training%20Manual&FolderCTID=0x012000546264472962D946B6A96BD38A54AE51&View=%7B54A71116%2D41C9%2D4E05%2DB1F1%2DD178D88E876A%7D

LA.UM.01 - Utilization Management Program Description
LA.UM.06 - Clinical Information and Documentation
LA.UM.06.02 – UM Documentation in TruCare® Notes
Current NCQA Health Plan Standards and Guidelines

ATTACHMENTS:

DEFINITIONS:

REVISION LOG

REVISION	DATE
Annual Review; updated reference to NCQA 2012 Standards & Guidelines.	7/25/12
Inserted 2nd paragraph in Procedure section to include documentation standards; inserted attachment-Acceptable Abbreviation List.	10/16/12
Annual Review; updated "TruCare® Dashboard" to reflect current items; Added "2. Member Information"; Removed "Quality Incident Summary from "Clinical	09/06/13

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Module"; Updated names under "7. Tasks" and also changed order; Updated names under "4. Care Management" and changed order; Added items under "5. Authorizations"; Updated "6. Care Management" items; Deleted "7. Appeals", but added under "5 Authorizations"; Added "8. Scheduler"; Updated NCQA to reflect current year of 2013; Deleted reference to URAC under References section; Updated "InterQual – McKesson Corporation" to reflect 2013	
Added language to meet with Louisiana Contractual Requirements	11/8/13
No revisions	6/2014
Changed references to utilize LA P&P, removed attachment reference that are not present
LA Procurement 2015 Policy Update	11/2014
Updated NCQA date reference	9/15
Added Scheduler to Trucare Dashboard
Updated reference to InterQual to current year	8/16
Added RFP reference 8.4.2.5
Changed "Not using at this time" behind Calendar to reflect consistency throughout policy
Added "Not using at this time" for scheduler	8/18
Updated Scope to reflect a Plan Medical Management Policy
Changed TruCare Manual to Corporate TruCare User guides
Removed reference to 2016 InterQual McKesson Corporation	7/19
Updated RFP reference to Emergency Contract
Updated TruCare sections to correctly reflect current utilization by the CM and UM department.	**5/20**

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, Centene's P&P management software, is considered equivalent to a physical signature.

Sr. Vice President, ~~Medical Management Operations~~Population Health:
Approval on File
Chief Medical Officer~~Director~~: Approval on File