

Primary Care Health Home Discharge Protocols Please note: All discharge requests are effective the first day of the month following the month in which the discharge was approved.

Discharges from a Health Home can be initiated by:

- Patient/guardian
- The Health Home
- MO HealthNet

General Communication Reminders:

- All phone contact forms, completed discharge request forms, and discharge confirmation letters will be emailed to the Health Home Director. The Health Home Director may designate additional staff, including the Health Home clerical support person, to also receive these types of emails.
- When the provider receives a phone contact form, a completed discharge request form, or a discharge confirmation letter from the Health Home Enrollment Coordinator, an email acknowledging receipt of the form or letter must always be sent to the attention of the Health Home Enrollment Coordinator Marcia Seabourne, (573) 522-1493, Marcia.Seabourne@dmh.mo.gov.
- All discharge request forms emailed to the Health Home Enrollment Coordinator must be sent in an encrypted email or the form (word document) attached to the email must be password protected to comply with HIPAA requirements. The words "PCHH DISCHARGE" should be included in the subject line of the email.
- Providers must always meet with the patient to confirm they received the discharge confirmation letter that is mailed to them, or to explain their current assignment status. In cases where the patient is a minor, those face-to-face meetings must be with and/or include the parent/guardian.

Discharges initiated by a patient/guardian

A patient/guardian may initiate a discharge from a Health Home by contacting the Health Home provider either by phone or in the initial face to face meeting, or any time thereafter.

If the patient/guardian wants to initiate a discharge and is not interested in meeting with the Health home provider:

- Strongly encourage the guardian to contact the Health Home provider. Point out that the guardian's ward/patient is already a patient in the Health Home provider's practice.

- If the guardian/patient continues to refuse to contact their Health Home provider/physician then the participant submits the request in writing to the currently assigned Health Home.
- The Health Home Director must complete the discharge request form and emails it to the Health Home Enrollment Coordinator.
- The Health Home Enrollment Coordinator emails a discharge confirmation letter to the Health Home Director and mails it to the patient. The provider emails the Enrollment Coordinator an acknowledgement of receipt of the completed discharge request form and the discharge confirmation letter.

Discharges initiated by the Health Home provider

Providers may also request the discharge of a patient from a Health Home if they determine the patient could not benefit from or is not appropriate for the Health Home.

If a provider requests the discharge of a patient:

- The provider meets face to face with the patient/guardian to discuss their reasons for considering discharge (including not benefiting, or possibly more appropriate for another health home). If the patient is a minor, this meeting must be with and/or include the parent/guardian. The provider and the patient/guardian will conclude the conversation with a mutual understanding of the decision made and, if discharged, the reason for discharge. The provider completes the top section of the Health Home discharge request form and emails it to the Health Home Enrollment Coordinator to complete the discharge.
- The discharge request is reviewed by Health Home Enrollment Coordinator.
- If the discharge request is approved:
 - The Health Home Enrollment Coordinator completes the discharge request form and emails it to the Health Home Director. The Health Home Enrollment Coordinator emails a discharge confirmation letter to the Health Home Director and mails one to the patient, and the guardian if applicable. The provider emails the Health Home Enrollment Coordinator an acknowledgement of receipt of the completed discharge request form and the discharge confirmation letter. The provider must provide a copy of the discharge confirmation letter to the patient/guardian
- If the discharge request is not approved:

The Health Home Enrollment Coordinator will complete the MO HealthNet Use Only section of the discharge request form and refer to the Primary Care Project Lead for further review.

Discharges initiated by Mo HealthNet

This should occur infrequently. The Primary Care Project Lead contacts the participant/guardian and the current Health Home, and completes the discharge request as appropriate.

- The Primary Care Project Lead contacts the patient to explain the reason for discharge. In cases where the patient is a minor, those contacts must be with and/or include the parent/guardian.
- The Health Home Enrollment Coordinator emails it to the Health Home Director of the Health Home. The Health Home Enrollment Coordinator emails a discharge approval notification letter to the current Health Home, and mails one to the patient (and guardian, if applicable). The Health Home emails the Health Home Enrollment Coordinator an acknowledgement of receipt of the completed discharge request form and the discharge approval notification letter.