

## **Primary Care Health Homes Transfer Protocols**

Please note: All transfer requests are effective the first day of the month following the month in which the transfer was approved.

Transfers from one Health Home to another could be initiated by:

- Patients/guardian
- The Health Home
- MO HealthNet

General Communication Reminders:

- All phone contact forms, completed transfer request forms, and transfer confirmation letters will be emailed to the Health Home Director. The Health Home Director may designate additional staff, including the clerical support person, to also receive these types of emails.
- When the provider receives a phone contact form, a completed transfer request form, or a transfer confirmation letter from Enrollment Coordinator, an email acknowledging receipt of the form or letter must always be sent to the attention of the Health Home Enrollment Coordinator.
- All transfer 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 TRANSFER" should be included in the subject line of the email.
- Providers must always meet with the patient /guardian to confirm they received the transfer confirmation letter or to explain their current assignment status.

### **Transfers initiated by a patient/guardian**

A patient without a legal guardian may request a transfer at any time from the currently assigned Health Home provider to another one. This is done by contacting Health Home provider either by phone or in the initial face to face meeting, or any time thereafter.

### **Transfers initiated by the Health Home**

Providers may initiate the transfer of an enrolled patient to another Health Home in the service area if they believe the patient would benefit from the transfer, or if the patient is moving from one service area to another.

- Patient/guardian must be consulted to discuss and approve the transfer request. The transfer request form is completed by the current Health Home provider.
- The provider then contacts the director of the other Health Home and they consult with each other regarding the transfer request.
- If the transfer request is agreed to by the other Health Home:
  - The current Health Home provider completes the HH transfer request form and emails it to the attention of the HH Enrollment Coordinator to complete the transfer.
  - The HH Enrollment Coordinator completes the transfer request form and emails it to the HH Directors of both Health Homes. The Health Home Enrollment Coordinator emails a transfer approval notification letter to the current Health Home and the Health Home they are transferring to, and mails one to the patient (and guardian, if applicable). Both Health Homes email the Health Home Enrollment Coordinator an acknowledgement of receipt of the completed transfer request form and the transfer approval notification letter.
  - The provider the patient is transferring to must meet with the patient for an introduction to the new agency, and to review details of the transfer and assure continuity of care.
- If the transfer request is not agreed to by the other Health Home :
  - The current Health Home completes the HH transfer request form and emails it to the Health Home Enrollment Coordinator.
  - The Health Home Enrollment Coordinator refers the request to the Primary Care Project Lead for further review.

### **Transfers initiated by Mo HealthNet**

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

- The Health Home Enrollment Coordinator emails it to the Health Home Directors of both Health Homes. The Health Home Enrollment Coordinator emails a transfer approval notification letter to the current Health Home and the Health Home they are transferring to, and mails one to the patient (and guardian, if applicable). Both Health Homes email the Health Home Enrollment Coordinator an acknowledgement of receipt of the completed transfer request form and the transfer approval notification letter.
- The provider the patient is transferring to must meet with the patient for an introduction to the new agency, and to review details of the transfer and assure continuity of care.