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# Unable to Reach/Refusal Members Refresher

Care Coordination Training Module #5

# Unable to Reach (UTR) & Refusal Members: Requirements

<p><b>Unable to Reach</b></p> 	<ul style="list-style-type: none"> <li>• Complete at least three unsuccessful phone call attempts to reach the member</li> <li>• Send member the Ongoing No Contact Letter</li> <li>• <u>Best Practice</u>: Make call attempts on different days at different times of day</li> </ul>
<p><b>Refusal</b></p> 	<ul style="list-style-type: none"> <li>• Have conversation with member or someone authorized to speak on member's behalf</li> <li>• Member/authorized representative must <u>explicitly</u> communicate that they do not want to participate in an assessment <u>after</u> being offered the opportunity to do so</li> </ul>

## Scenarios:

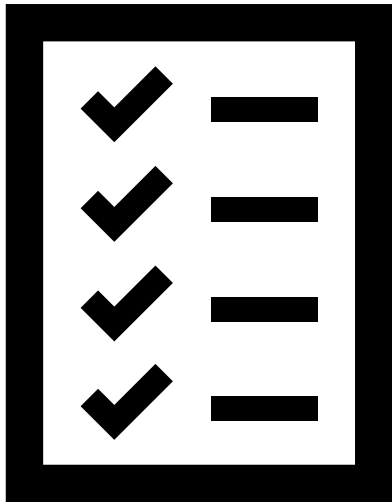
CC is attempting to reach a member to schedule an annual reassessment.

- May 1: First call attempt. No answer.
- May 3: Second call attempt. Member answers but says unable to talk and asks CC to call her back later.
- May 4: Third Call Attempt. No answer. CC mails Ongoing No Contact Letter.
- **Q:** Meet UTR Requirements?
- **A:** Per CMS, no for MSHO and I-SNBC. CC would need to make another unsuccessful call attempt before considering the member unable to reach given the member answered the second call.

CC calls a member to schedule an annual reassessment. Member answers but hangs up after CC introduces herself and before CC invites the member to schedule an assessment.

- **Q:** Meet Refusal Requirements?
- **A:** Per CMS, no for MSHO & I-SNBC. This is not a refusal because the member did not explicitly refuse to participate in the assessment. It can be considered an unsuccessful call attempt under the UTR process.

# UTR Members: Documentation Requirements



- CCs should document dates of the three call attempts and letter
  - Use exact dates – “yesterday” or “last week” not sufficient
  - Where you document depends if working in MnCHOICES (see next slide)
- Complete and send Ongoing No Contact Letter with Member Engagement Questionnaire and Medica Leave Behind document
- MSHO & I-SNBC Members (additional requirements):
  - Complete the Medica Unable to Reach/Refusal Care Plan (recommended but optional for MSC+ & SNBC)
  - Attempt to identify PCP and send PCP Letter, if known
  - Report the date of the final outreach attempt (third call or letter, whichever is later) on monthly HRA report

# UTR Members: Documentation Requirements (cont'd)

<p><b>Legacy</b></p>	<p><b>MSHO &amp; I-SNBC:</b></p> <ul style="list-style-type: none"> <li>• CCs must document call attempt dates and Ongoing No Contact Letter date on the Medica UTR/Refusal Care Plan</li> <li>• Report date of the final outreach attempt on the monthly HRA report</li> <li>• Send Medica the UTR/Refusal Care Plan and a copy of the Ongoing No Contact Letter with your monthly HRA report</li> </ul> <p><b>MSC+ &amp; SNBC:</b></p> <ul style="list-style-type: none"> <li>• Document dates of call attempts and Ongoing No Contact Letter in internal documentation system or on UTR/Refusal Care Plan</li> <li>• Use of UTR/Refusal Care Plan recommended but optional for MSC+ and SNBC</li> </ul>
<p><b>MnCHOICES</b></p>	<ul style="list-style-type: none"> <li>• Document call attempts on UTR/Refusal Care Plan (required for MSHO &amp; I-SNBC) or in MnCHOICES Progress Notes (see next slide)</li> <li>• Create an HRA in MnCHOICES             <ul style="list-style-type: none"> <li>• Complete required fields in “Member Information” section</li> <li>• Complete required fields in “Assessment Information” Section                 <ul style="list-style-type: none"> <li>• HRA Type: Choose Initial or Annual</li> <li>• HRA Method: Choose Telephone</li> <li>• HRA Date: Enter date of the last contact attempt (third call or letter, whichever is later)</li> <li>• Assessment Results: Choose “Person not located for Health Risk Assessment” from dropdown</li> </ul> </li> <li>• Change HRA status to “Complete”</li> </ul> </li> <li>• <b>MSHO &amp; I-SNBC:</b> Upload Medica UTR/Refusal Care Plan and Ongoing No Contact Letter to MnCHOICES as attachments</li> </ul>

The Medica UTR/Refusal Care Plan includes documentation of the dates of the three call attempts and letter so no need to send us case notes with the same information. If uploaded in MnCHOICES, we can access directly.

# UTR Member Documentation: MnCHOICES

- Create HRA to document the date of the last outreach attempt (see prior slide for steps)
- Use UTR/Refusal Care Plan (required for MSHO & I-SNBC) *or* MnCHOICES Progress Notes to document other attempts
- For MSHO & I-SNBC: Upload Medica UTR/Refusal Care Plan and Ongoing No Contact Letter as attachments in MnCHOICES

## Example of Progress Note Documentation in MnCHOICES

The screenshot displays the 'New Note' form in the MnCHOICES system. The form is titled 'New Note' and is set for a user named 'Ake...' with Person ID '76459'. The form fields are as follows:

- Category\***: A dropdown menu with 'General Note' selected.
- Title\***: A text input field containing 'UTR Call Attempt'.
- Activity Date\***: A date picker showing '08/24/2023'. A red arrow points to this field with the label 'Date of outreach attempt'. Below the date, it says 'Format is MM/DD/YYYY'.
- Note\***: A rich text editor with a toolbar containing options for Paragraph, Bold (B), Italic (I), Link, Unlink, Text Color, Background Color, Bulleted List, Numbered List, Insert Image, Quote, Table, Video, Undo, and Redo. The text in the editor reads: 'Made [first/second/third] call attempt on XX/XX/20XX to member to schedule assessment. No answer. Left voicemail.'

The background shows the MnCHOICES interface with a navigation sidebar on the left containing 'Dashboard', 'Profile', 'Health Information', and 'Progress Notes'. The top navigation bar includes 'Search Persons', 'Contact Form', 'Messages', 'Notifications' (with a red badge '1'), 'Queries', and 'Bulk Assign'.

# UTR Scenario: Disconnected Number

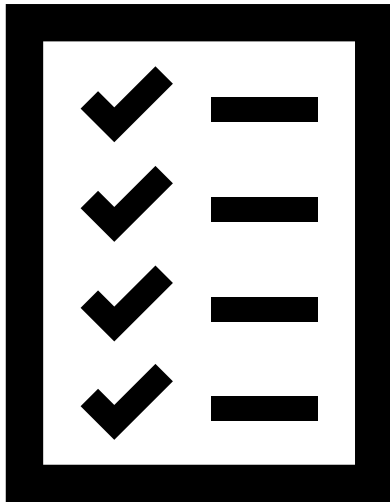
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CC attempts to reach a member to schedule a reassessment. On the first call attempt, the CC learns the member's number has been disconnected. The CC is unable to identify an alternative number for the member. CC mails the Ongoing No Contact Letter and documents the initial call and her attempts to locate an alternative number for the member.



- **Q:** Does the CC have to make two additional calls to a disconnected number to consider the member unable to reach?
- **A:** Medica submitted this scenario to CMS. They stated that the CC “would need to make two more call attempts to a disconnected number before the enrollee can be considered unable to reach for purposes of Part C Reporting.”
- **Note:** This applies to MSHO and I-SNBC members. For MSC+ and SNBC members, if you are unable to locate an alternative number, you do not need to make additional calls to a disconnected number but do need to document your attempts to find alternative contact information for the member.

# Refusal Members: Documentation Requirements



- Document date of the refusal conversation
  - Use exact dates – “yesterday” or “last week” not sufficient
  - Where you document depends if working in MnCHOICES (see next slide)
- Complete and send Member Refusal Letter with Member Engagement Questionnaire and Medica Leave Behind document
- MSHO & I-SNBC Members (additional requirements):
  - Complete the Medica UTR/Refusal Care Plan (recommended but optional for MSC+ & SNBC)
  - Attempt to identify PCP and send PCP Letter, if known
  - Report the date of the refusal conversation on monthly HRA report

# Refusal Members: Documentation Requirements (cont'd)

<p><b>Legacy</b></p>	<p><b>MSHO &amp; I-SNBC:</b></p> <ul style="list-style-type: none"> <li>• Document refusal conversation, including date, and the date of the Member Refusal Letter on the Medica UTR/Refusal Care Plan</li> <li>• Report date of the refusal conversation on the monthly HRA report</li> <li>• Send Medica the UTR/Refusal Care Plan with your monthly HRA report</li> </ul> <p><b>MSC+ &amp; SNBC:</b></p> <ul style="list-style-type: none"> <li>• Document refusal conversation, including date, and the date of the Member Refusal Letter in internal documentation system or on Medica UTR/Refusal Care Plan</li> </ul>
<p><b>MnCHOICES</b></p>	<ul style="list-style-type: none"> <li>• Document refusal conversation, including date, and the date of the Member Refusal Letter on UTR/Refusal Care Plan (required for MSHO/I-SNBC) or in MnCHOICES Progress Note (see next slide)</li> <li>• Create an HRA in MnCHOICES             <ul style="list-style-type: none"> <li>• Complete required fields in “Member Information” section</li> <li>• Complete required fields in “Assessment Information” Section                 <ul style="list-style-type: none"> <li>• HRA Type: Choose Initial or Annual</li> <li>• HRA Method: Choose appropriate option (e.g., telephone or in-person)</li> <li>• HRA Date: Enter date of refusal conversation</li> <li>• Assessment Results: Choose “Person declined Health Risk Assessment” from dropdown</li> </ul> </li> <li>• Change HRA status to “Complete”</li> </ul> </li> <li>• <b>MSHO &amp; I-SNBC:</b> Upload Medica UTR/Refusal Care Plan to MnCHOICES as attachment</li> </ul>

**New:** Document a summary of the refusal conversation on the Medica UTR/Refusal Care Plan. We are updating the Care Plan to label a text box for this purpose. In the meantime, document in the text box labeled “Other”



# Refusal Member Documentation: MnCHOICES

- Create HRA to document date of the refusal conversation (see prior slide for steps)
- Use Medica UTR/Refusal Care Plan (required for MSHO/I-SNBC) *or* MnCHOICES Progress Notes to document content of conversation
- For MSHO & I-SNBC: Upload Medica UTR/Refusal Care Plan as attachment in MnCHOICES

## Example of Progress Note Documentation in MnCHOICES

The screenshot displays the MnCHOICES interface for creating a new note. The form includes the following fields and content:

- Category\***: A dropdown menu with "General Note" selected.
- Title\***: A text input field containing "Assessment Refusal".
- Activity Date\***: A date picker showing "08/24/2023".
- Date Added**: A table header with a value of "08/24/2023".
- Staff Member**: A table header with a value of "User1963".
- Note\***: A rich text editor containing the text: "Spoke with member on telephone on XX/XX/20XX. Offered to schedule Health Risk Assessment. Member said not interested in completing an HRA. Mailed member Refusal Letter."

A red arrow points from the "Date of refusal conversation" label to the "Date Added" field, which contains the date "08/24/2023".

# Refusal Conversations

- The member or someone authorized to speak on the member's behalf must explicitly refuse to participate in the assessment after being offered the opportunity to do so
- This conversation must be documented, including the date and who declined
- Care Coordinators must document the date and content of conversation either on the UTR/Refusal Care Plan (preferred) or in case notes or MnCHOICES Progress Notes

## Scenario:

CC calls a member to schedule an annual reassessment. The member answers the phone but hands it to another person to speak after the CC introduces herself. The person on the phone tells the CC that the member declines to participate in the assessment.

- **Q:** Can this be considered a refusal?
- **A:** Medica submitted this scenario to CMS. They stated “[W]e would consider an enrollee handing the phone to a designated family caregiver as an enrollee providing a refusal to conduct the HRA.”

Given CMS's response, if a member hands a phone to another person and the member is present for the conversation, the CC can consider this a refusal. In other scenarios (e.g., someone other than the member answers the phone and the member is not available), the CC must confirm who is declining on the member's behalf and if they are authorized to do so (e.g., legal representative, responsible party).

# UTR & Refusal Member Documentation: Medica UTR/Refusal Care Plan



- Provides one place to document all relevant information regarding UTR and Refusal members
- **New:** Start documenting content of refusal conversation directly on the form.
  - **Current Version:** Document in text box labeled “Other”
  - **Future Update:** Will label this text box specifically for documentation of the refusal conversation

**MSHO/ISNBC UNABLE TO CONTACT/ REFUSAL CARE PLAN**

Member Name:		Today's Date:	
Member DOB:		Health Plan ID #:	
Care Coordinator Name		Member Phone:	
Care Coordinator Phone:		Assessment Type:	Select One

**Care Coordinator Interventions: Member**

**Care Coordinator will attempt to contact member a minimum of annually or based on reporting, change in condition or admission to facility.**

**Outcome:**

Unable to contact member either by telephone or mail:  
 Attempt #1 –       Attempt #3 –   
 Attempt #2 –       Date on-going No Contact Letter Sent:

No valid member contact information is available. What resources were used in attempt to locate member contact info?

Member not responding to calls or correspondence

Other:

Member declines Health Risk Assessment    Date of Refusal:       Date Refusal Letter Sent:

Care Coordinator will send member Mailed HRA (Required)      Date Sent:

Care Coordinator will send Member Leave Behind Document (Required)      Date Sent:

**Other:** Spoke with member on telephone on XX/XX/20XX. Offered to schedule Health Risk Assessment. Member said not interested in completing an HRA. Mailed member Refusal Letter.

**Care Coordinator Interventions: Primary Care Physician (PCP)**



# Reporting UTRs & Refusals to Medica (MSHO & I-SNBC Only)

- Continue to report UTR and Refusal dates and UTR/Refusal Care Plan dates on your monthly HRA report, even if working in MnCHOICES
- UTR: Report the date of the last outreach attempt (third call or letter, whichever is later)
- Refusal: Report the date of the refusal conversation
- Indicate if it's a UTR or Refusal in the "Type of Current Assessment" field
- If a UTR/Refusal member subsequently completes an assessment, report the assessment date to us, too

Member PMI	Last Name	First Name	DOB	Delegate Name	Date of Assessment	Type of Current Assessment	Assessment Method	Date Care Plan Completed	Name of Care Coordinator	Comments
12345678	Smith	John	1/1/1980	XYZ Delegate	1/1/2018	(Select from Dropdown Box)	(Select from Dropdown Box)	1/1/2018	Jane Doe	

Initial Assessment


Reassessment/Annual

Transfer HRA

Change of Condition

Refusal

Unable to Reach



# Questions?

- Email the Reg Quality Mailbox at [MedicaSPPRegQuality@medica.com](mailto:MedicaSPPRegQuality@medica.com)





THANK YOU