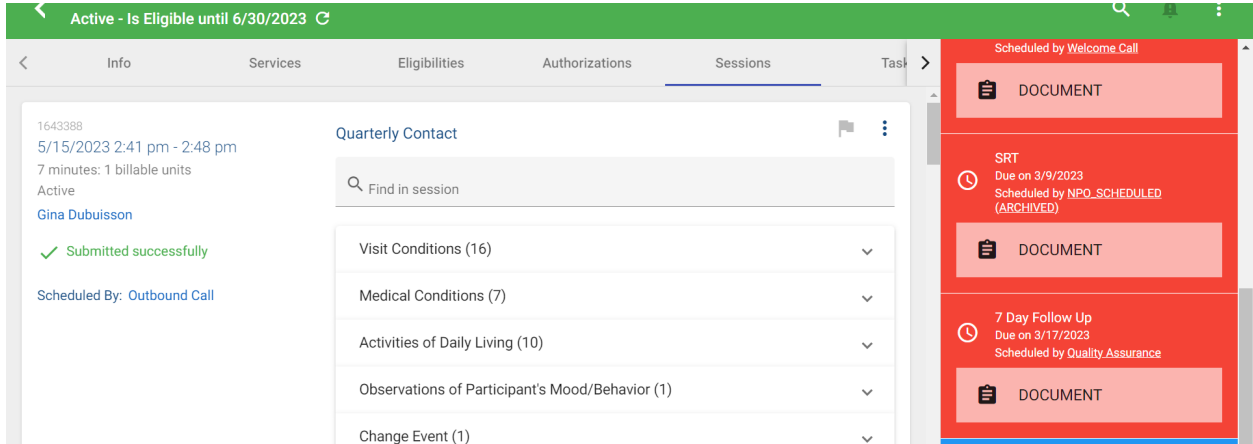


## 7 and 14 day Follow up

A follow-up call with participants to ensure services are in place per the service plan from the NPO visit.

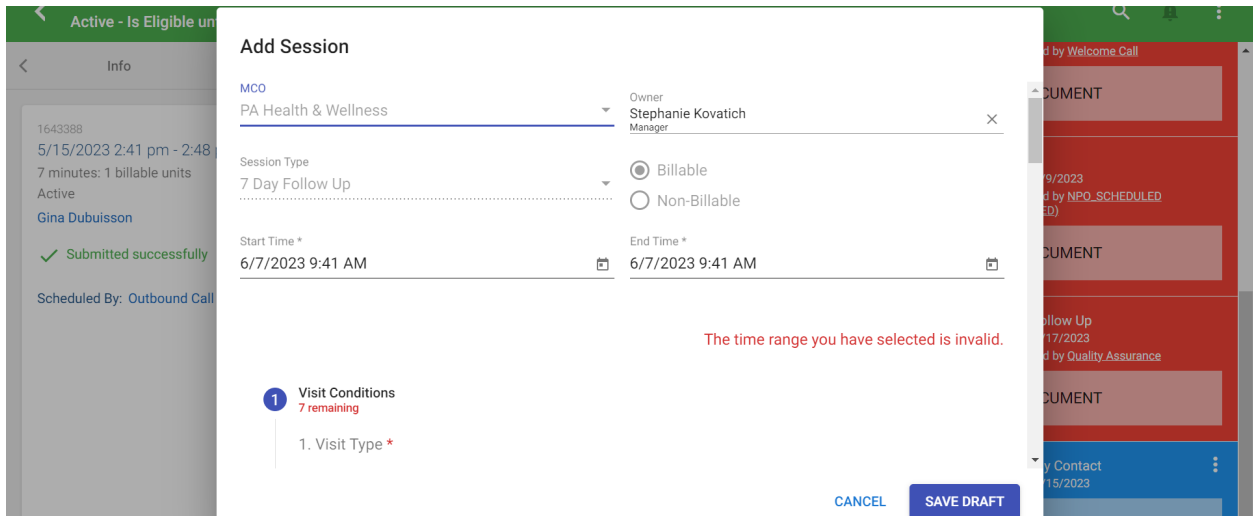
Coordinators MUST follow up 7 days after the NPO visit and complete a 7 day follow up FP session, which will show in the alerts on the right hand side of the screen.



If services have not started at the 7 day follow up, then SCs must also follow up 14 days after the NPO visit to confirm if their services have started or not (again), then continue to follow up with Outbound calls until services start.

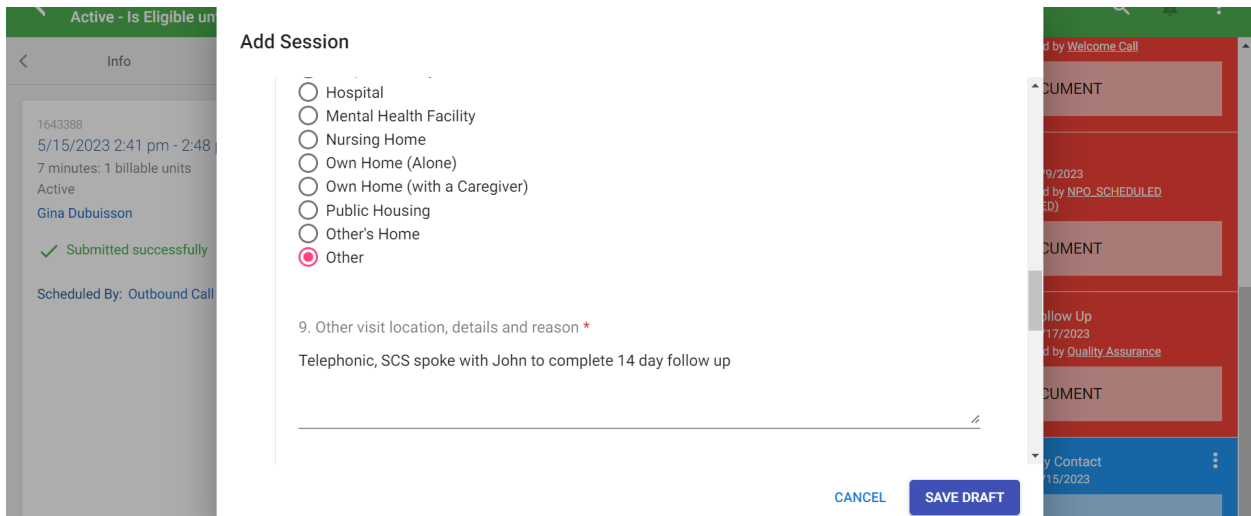
### Session requires:

- FP Session comment describing follow up, with all required information answered.



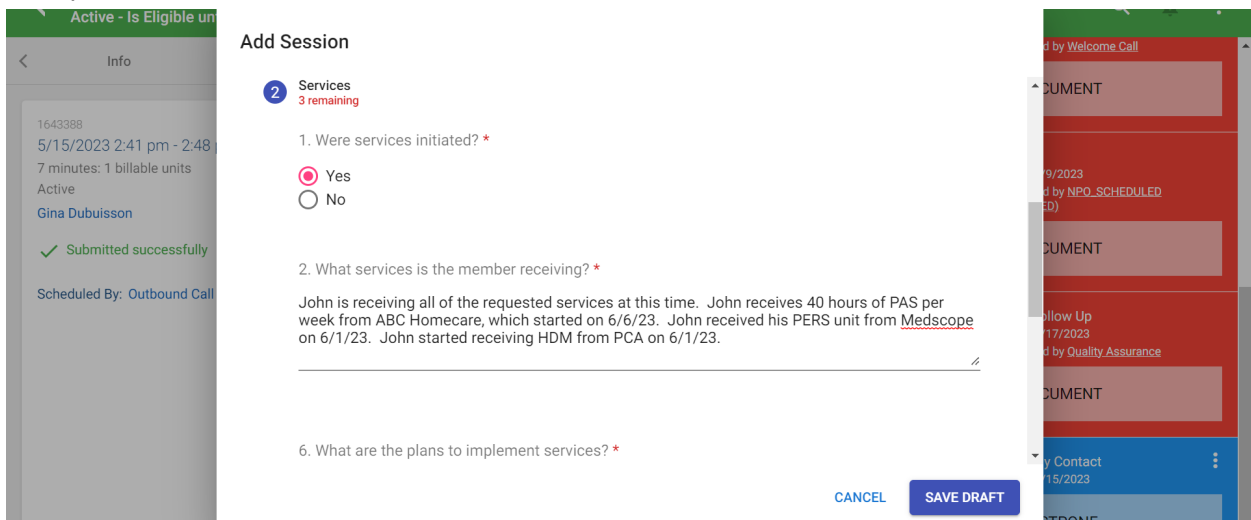
**Process:**

- 1) FP Session- After contact is made with the participant, the 7 day follow up or 14 day follow up should be completed in Function Portal
  - a) "Other" should be selected for the question "where did the visit take place", if the contact was done telephonically. If "other" is selected, then the following should be in the location and details.



- b) What services were requested in NPO visit; according to the participant, have services started or not
  - i) Review the PCSP from the NPO prior to calling, so that you can assure all requested services are discussed and listed in the session.

**Example if Services started:**



Example if Services have not started yet:

**Add Session**

2 Services  
4 remaining

1. Were services initiated? \*

Yes  
 No

3. What services is the member expected to receive? \*

John is supposed to receive PAS 40 hours per week from ABC Homecare, but he has not heard from the provider still. John has not started receiving HDM's from PCA yet, but they contacted him and his first delivery will be on 6/9/23]

4. Reason why services have not started. \*

Auth Pending

CANCEL SAVE DRAFT

- c) Review if the authorizations for services on Envolve/Authorization spreadsheet are correct, if the participant is reporting delays in start or being contacted by a different provider.
  - i) Email to AM should be sent (via AVP) if an authorization is build incorrectly
- d) Write a clear plan for what will be done to implement service, if they have not already begun.

**Add Session**

Auth Pending  
 Task for Auth Pending  
 Member/Member's Responsible Party delay  
 Provider Delay  
 Member Refusal  
 No Provider available  
 Other

6. What are the plans to implement services? \*

SCS called ABC Homecare and discussed why services have not yet started. HHA was found, but can not start till 6/9/23. John is aware of the start date and follow up will be done after that date to ensure John is receiving 40 PAS hours per week. PCA contacted John directly and the first delivery date for HDM will be on 6/7/23. Follow up will be done after that date to ensure John is receiving 7 HDM per week and is satisfied with services.

CANCEL SAVE DRAFT

- e) If the participant reports dissatisfaction, document what is causing the dissatisfaction and what will be done to resolve the issues.

9. Is member satisfied with the services? \*

Yes  
 No  
 Service(s) Pending

10. Explain service dissatisfaction \*

John has is dissatisfied that his services have not begun yet. John is aware of the start dates from each provider and follow up will be done with John after the start dates, to ensure John is satisfied.