

FOCUS: Procedure to Discharge Case or End Program Assignment

Discharge consumer from all services

1. Primary assigned clinician discusses case closure with supervisor; document.
2. Primary assigned clinician discusses case closure with the clinical team (doctor, nurse, therapist, peer support specialist, etc); document.
3. If there is a discrepancy regarding closing, request a case consult with appropriate parties; document.
4. Send out appropriate adequate or advance action notice/due process letter to consumer; document**
5. Submit change form to supervisor upon expiration date of #4.
6. Supervisor reviews chart for closing and submits change form to account clerks; cc assigned staff.
7. Primary assigned clinician will complete discharge report ending all services.
8. Primary assigned clinician progress notes X0990 indicating discharge.
9. Support/Billing Staff will:
 - a. Reviews change form via email from supervisor
 - b. Checks discharge report was completed by staff & check for X0990 SAL
 - c. Early terminate all service authorizations
 - d. Early terminate all Releases of information
 - e. Early terminate insurance & self pay layers
 - f. Mail discontinuation letter to DHS if CMH is authorized representative on file
 - g. SCAN change form into FOCUS
 - h. Submit copy to clerical to notify of case closure
 - i. Reply to all staff & supervisors when all steps are complete.
10. Support/Billing Staff will:
 - a. Pull hard chart to send to central records
 - b. Notify Central Records if there is no physical file
 - c. Enter closing on agency's episode log

End Program assignment (remains open in FOCUS) or end Staff assignment

1. Primary assigned clinician discusses ending program assignment or staff assignment with supervisor; document.
2. Primary assigned clinician sends appropriate due process letter to consumer; document**
3. Upon expiration date of #2 - Primary assigned clinician submits change form to supervisor requesting to end staff assignment or program assignment
4. Support/Billing Staff will:
 - a. Review change form via email from supervisor
 - b. End Program &/or Staff assignment in FOCUS by entering expiration date (effective date of change)
 - c. Ensures Primary assignment is identified in FOCUS and adds any program or staff assignments if case transfer.
 - d. Notify admissions@mccmh.net if any lingering admission layers (hospital/contract provider)
 - e. Early terminate service authorizations for the specific provider or particular service requested to end
 - f. Early terminate client release of information for specific provider (if ending program assignment)
 - g. SCAN change form into FOCUS
 - h. Reply to all staff & supervisors when all steps are completed.

**If consumer appeals case closure/discharge, the case is to remain open and services provided until the appeal process is completed.