



Binder: OSF HealthPlans HCM Department

Policy

No./Title: HCM.CMG.213 Care Support Advisor Follow-Up

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Original

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Revision/Review

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Approval:

A handwritten signature in black ink that reads 'Rishi D. Delaguna M.D.' with a stylized flourish at the end.

Title: Vice President and
Chief Medical Officer

POLICY: It is the policy of OSF HealthPlans HCM Department to review Care Support Advisor alerts in a timely manner, based on the clinical urgency of the situation.

PURPOSE:

PROCEDURE:

1. A Care Support Advisor Nurse faxes an alert to the Case Management unit.
2. The Case Management nurse reviews and stratifies the alert as follows:
 - A. No action necessary, including but not limited to Level 3 alerts which are for information only
 - B. Action necessary, including but not limited to community resources, durable medical equipment, supplies, or referral to other OSFHP disease management program.
3. If action is necessary, the nurse will contact the appropriate party to arrange for or provide the necessary information or equipment.
 - A. Level 2 alerts will be reviewed and followed up on as necessary within 2 business days of receipt.
 - B. Level 1 alerts will be reviewed and followed up on as necessary within 7 business days of receipt.
4. The nurse will either note their follow up or that no action is necessary on the Care Support Advisor follow-up form.
5. The nurse will sign and date the form, and then return the form via fax to the Care Support Advisor.
6. The forms will be scanned into Maccess (within 3 business days) following completion.