

Operations Bulletin 080312



Date: August 6, 2012

To: Skilled Nursing Facilities (SNF)

Re: **Geisinger Health Plan Patient Discharge**

Geisinger Health Plan appreciates your continued participation and the quality care you provide to your Geisinger Health Plan Patients. We believe that working together with Geisinger Health Plan SNF Case Managers improves patient experience and outcomes.

Geisinger Health Plan Case Managers are in continual contact with Members receiving SNF care to help monitor certain health conditions. It is important for Geisinger Health Plan Case Managers to stay in touch with your patients after discharge from your facility. The purpose of the contact is to be sure these patients are taking medications as prescribed, have a return appointment with their Primary Care and/or Specialty Care provider and to review other important issues.

Please adhere to the following discharge guidelines when discharging one of your patients:

- **For a planned discharge**, notify the SNF Case Managers no later than one business day prior to discharge date.
- **For an unplanned discharge**, notify the SNF Case Managers no later than one business day post discharge.

Your cooperation with Geisinger Health Plan SNF Case Managers is essential to the successful management of the acute care population. If you have any questions regarding these guidelines, please contact Cathy Polinchok at 814-235-7346.

Information contained in this Operations Bulletin is effective September 15, 2012 for all Health Plan product lines and amends the Participating Provider Guide.

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