

# Grier Provider initiated Notice Process Update

BlueCare/TennCare Select Behavioral  
Health

# The Grier Consent Decree

---

- The consent decree provides a way for members to receive notice of adverse actions and the ability to appeal the decisions that providers and MCCs are making about their treatment.

# What is an Adverse Action?

- An adverse action is any
  - Delay
  - Suspension
  - Reduction
  - Discharge/Termination
- “Adverse” means the member will not be receiving *the same amount or type* of care than they were receiving previously.

# Who Needs Notice?

- Every member who is discharging from
  - Inpatient care
  - Residential treatment
- Every member who is classified as SPMI/SED
  - These members should be given notice every time there is an adverse action for any level of care.

# Provider Initiated Notices (PINs)

- Inpatient
  - Grier requires the member receives 2 business days notice of discharge
  - These are faxed to your facility and mailed to the member

# PINs Continued

---

- Residential
  - Grier requires the member is given 2 business days notice for provider initiated discharges.
  - These are faxed to your facility and mailed to the member.

# Inpatient and Residential PINs

- Please send PINs at *least* 48 hours in advance of any discharge, reduction, suspension or termination of services.
- According to Grier, each member is entitled to a two days advance notice of any adverse action. This does not mean that each member can stay two days longer than the care is medically necessary.
- This notice must be given to each member two days before the doctor determines the member will be discharged, then the member will not be staying in the hospital more days than are medically necessary.

# PINs for all Other Levels of Care

- To allow for mailing time, give 10 calendar days notice from when the letter was mailed.
- These are faxed to your facility and mailed to the member
- Please send these at least ten days in advance of discharge so the member can be discharged to the level of care they need as soon as possible.

# To determine discharge date:

Your Grier letter will state,

“Dear < Member's Name >:

Starting <**Discharge Date**>, Dr. \_\_\_\_ has decided to STOP this care you’ve been getting from BlueCare:”

Receiving the PIN at least 2 days prior to discharge will ensure that members are discharged appropriately and providers are compliant with the notification process.

# Aftercare Plans

---

- All provider initiated notices for discharges must have a complete aftercare plan before the letter can be completed.
- A complete discharge plan includes:
  - The aftercare facility and/or provider name
  - The phone number and address
  - The date and time of the appointment
- Please do not send in a PIN notice form without a completed aftercare plan.

# Other Points

- Members should not be discharged from their current level of care before they receive notice of the discharge, reduction, suspension or termination of services.
- Grier states, “No adverse action affecting TennCare benefits shall be effective unless the defendants and/or others acting on their behalf have complied with the notice requirements of federal regulations”
- No discharge, reduction, suspension or termination of services can occur unless the member is given proper notice.

# Delays

- It is in each provider's contract that you will be able to provide services for our members within seven days for case management and within fourteen days for other services (medication management, therapy, etc).
- The Grier consent decree states that notice of delays should be sent to the member immediately.

# Delays Continued

---

- If a member requests a service and they cannot get an appointment within that seven or fourteen day period, please send a PIN form *immediately*.
- If your facility cannot provide that service, we must contact the member and offer to schedule them an appointment somewhere else within the 7 or 14 day timeframe.
- Delay notices will be mailed to the member.

# Aftercare delays

---

- Aftercare that is schedule for a member when discharging from a higher level of care must also be done within the 7 or 14 day timeframe.
- If this care cannot be scheduled within 7 or 14 days of discharge, a delay notice will be issued.

# Aftercare Delays

---

- These are mailed to the member.
- BlueCare will call the discharging provider and request that the member be informed that they will be receiving a delay letter in the mail.
- Please continue to attempt to schedule these aftercare appointments within the appropriate timeframe.

# Contact Information

## BlueCare Behavioral Health PIN fax

- East Region: 1-800-859-2922
- West Region: 1-800-320-3800
  
- Effective 9/1/09: TennCare Select PIN fax
  - 1-800-859-2922

# Helpful Links

- Grier Consent Decree and letter templates
  - <http://www.tennessee.gov/tenncare/legal.html>
- Volunteer State Health Plan website
  - <http://vshptn.com>
  - The PIN notice form can be found here.