

MedCommunity Reference Guide:

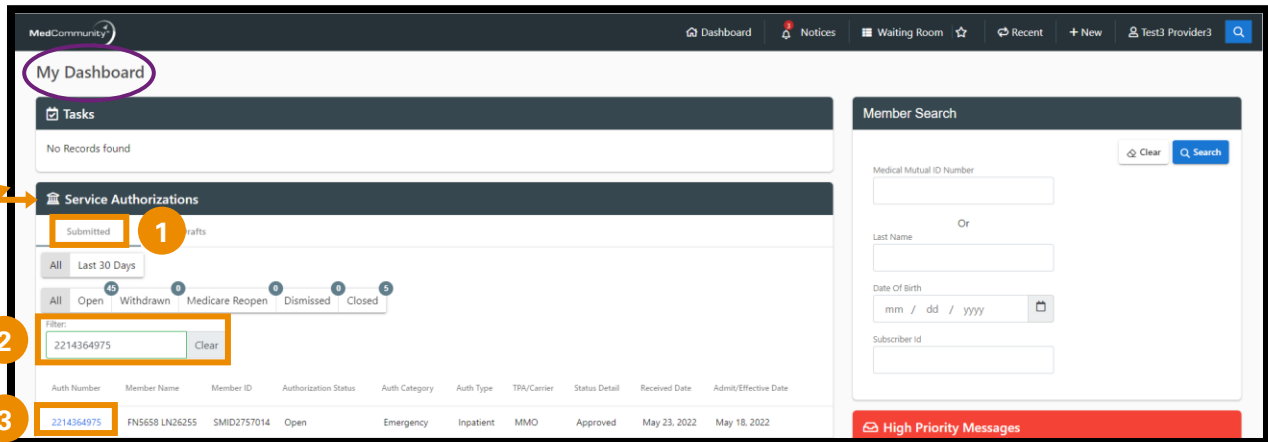
Discharge Coordination

Medical Mutual is dedicated to safe and appropriate discharge planning for all of our members. Nurse Reviewers and Case Managers will make frequent contact with your facility to discuss the member's appropriate discharge plan.

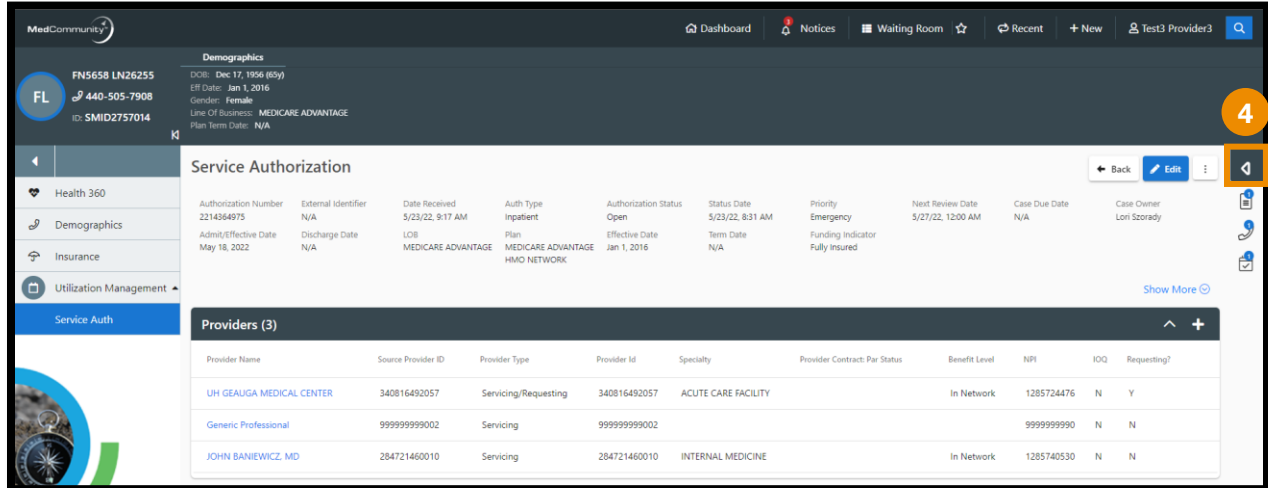
Medical Mutual Requesting Therapy Notes for Discharge Planning:

- If the discharge plan is to a post-acute facility (SNF/LTAC/IPR), you may be asked to submit therapy notes PRIOR to admission to the post-acute facility in order to support the admission request. This is true particularly if the primary reason for the post-acute admission is for therapy services.
 - **Note:** “Convenient Post-Acute Template” is available under the Resources tab on My Dashboard and may be used to document member's pre-service therapy status.

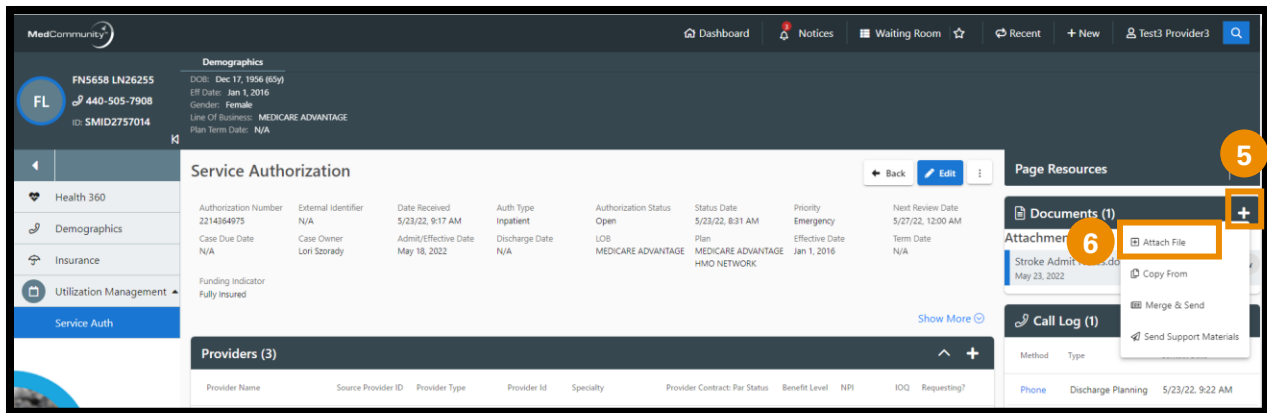
Submitting Therapy Notes to Medical Mutual for Review for Discharge to PAC Facility:



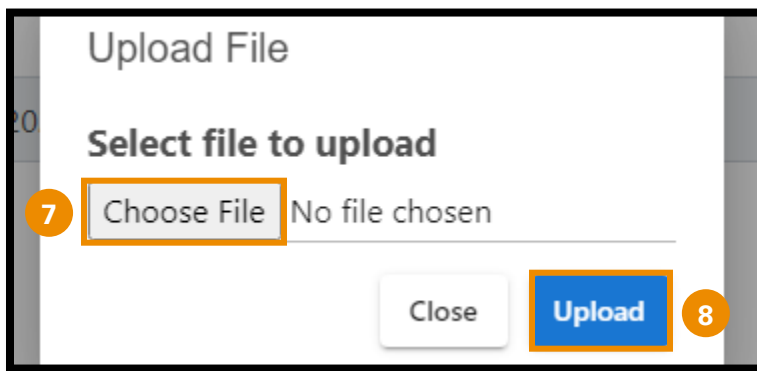
- Under the Service Authorization tab on My Dashboard, click Submitted. (1)
- Use the filter field (2) to search by name or Service Authorization number.
- Click Auth Number [blue](#) hyperlink (3) to open Service Authorization screen.



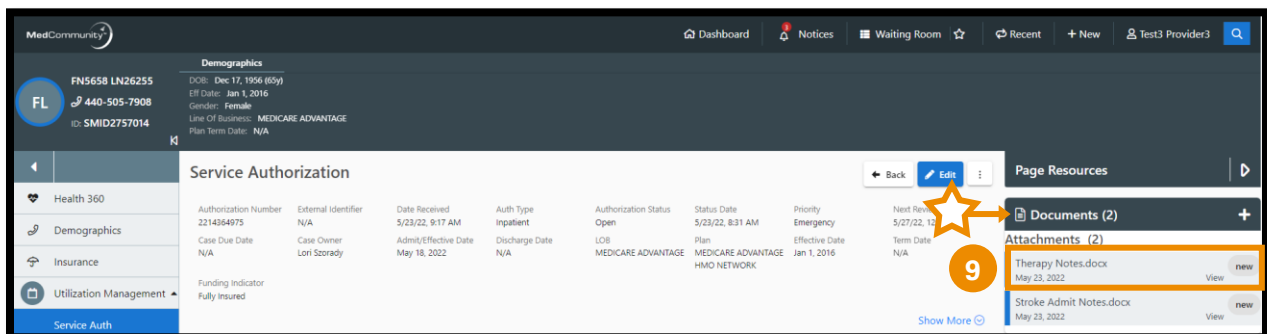
- Click caret (4) to open Page Resources.



- Click + icon (5) to display dropdown.
- Click “Attach File” (6) to upload therapy notes.
 - **Note:** Therapy notes must include baseline information as well as current functionality. Please include all therapy notes that you would like to have considered with your post-acute request. Sending extra information may cause a delay in processing your request.



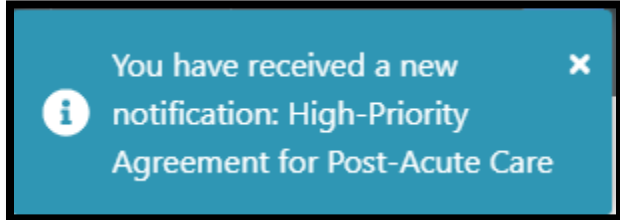
- When the pop-up window appears, click “Choose File”. (7)
- Locate the file and click “Upload” (8) to add file/document.



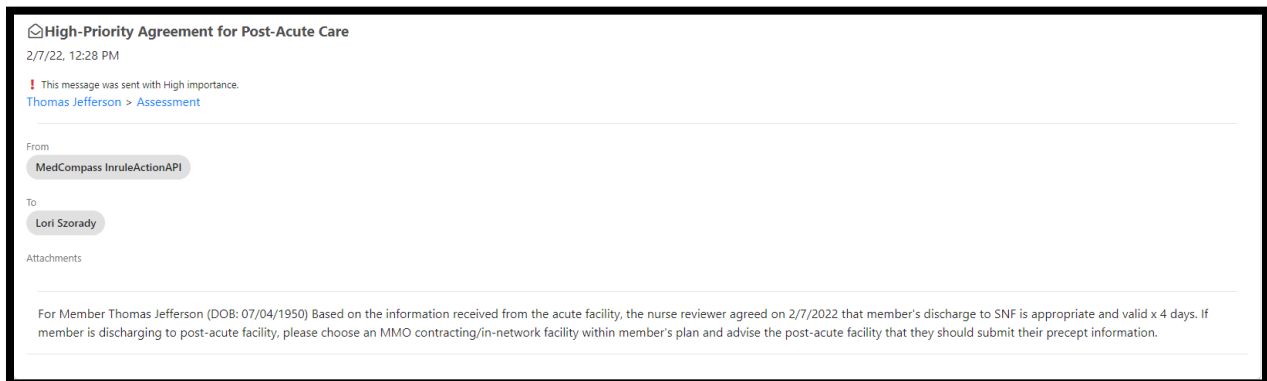
- You will see that the newly added attachment displays in the Documents section. (9)
 - Once the document has been attached, Medical Mutual will review the therapy notes and determine if your requested next-level-of-care is appropriate.

Discharging to a Post-Acute Care Facility:

A High-Priority notification will display if an agreement has been reached between the provider and Medical Mutual to discharge member to a post-acute care facility:



The notification can be found in your Inbox and will contain the following information:



- You may now advise the post-acute facility that a discharge plan agreement has been reached and that the PAC facility may now submit their precert request for admission.
 - **Note:** If member is discharging to a post-acute facility, **please choose a Medical Mutual contracting facility that is within the member's network.**

Submitting Discharge Date and Disposition:

- Adding the member's discharge information will be completed on the Service Authorization screen.
- **DO NOT** add a new Service Authorization line to report discharge information.

When the discharge information is known, follow these steps:

The screenshot shows the 'My Dashboard' interface. The 'Service Authorizations' section is active, with the 'Submitted' tab selected. A filter field contains the text 'LN237734'. Below the filter is a table with columns: Auth Number, Member Name, Member ID, Authorization Status, Auth Category, Auth Type, TPA/Carrier, Status Detail, Received Date, and Admit/Effective Date. The first row shows Auth Number '2213653492' and Member Name 'FN8251 LN237734'. A star icon points to the 'Submitted' tab, and three numbered callouts (1, 2, 3) highlight the 'Submitted' tab, the filter field, and the '2213653492' link respectively.

- Under the Service Authorization tab on My Dashboard, click Submitted. (1)
- Use the filter field (2) to search by name or Service Authorization number.
- Click Auth Number [blue](#) hyperlink (3) to open Service Authorization screen.

The screenshot shows the 'Service Authorization' detail page for authorization number 2213653492. The page includes a 'Demographics' section on the left and a main table with columns: Authorization Number, External Identifier, Date Received, Auth Type, Authorization Status, Status Date, Priority, Next Review Date, Case Due Date, and Case Owner. Below this is a 'Providers (3)' section with columns: Provider Name, Source Provider ID, Provider Type, Provider ID, Speciality, Provider Contract: Par Status, Benefit Level, NPI, IOQ, and Requesting?. A callout '4' points to the 'Edit' button in the top right corner.

- Click "Edit" (4) to display full Service Authorization.

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Dashboard Notices Waiting Room Recent + New Test10 Provider10

Demographics

FL FN8251 LN237734
DOB: May 14, 1999 (63y)
517-520-3104
SMID3711546

Service Authorization

Authorization Number: 2219653492
External Identifier: N/A
Date Received: 5/16/22, 8:26 AM
Auth Type: Inpatient
Authorization Status: Open
Status Date: 5/17/22, 2:58 PM
Priority: SNF
Next Review Date: 5/23/22, 12:00 AM
Case Due Date: N/A
Case Owner: Debra Armstrong-Krupla

Admit/Effective Date: May 17, 2022
Discharge Date: N/A
LOB: Self Insured
Plan: Ohio Operating Engineers
Effective Date: Aug 1, 2019
Term Date: N/A
Funding Indicator: Self insured (ASO)

Authorization Number: 2219653492
External Identifier: (5)
Auth Type: Inpatient
Auth Category: SNF (6)
Date Received: 05 / 16 / 2022

Time Received: 08 : 26 AM
Discharge Date: (5)
Admit/Effective Date: 05 / 17 / 2022
Member Discharged To: Transfer to Home With HHC (6)

Discharge Facility:

Case Owner: Debra Armstrong-Krupla

Authorization Status: Open
Status Detail: Concurrent Review
Status Date: 05 / 17 / 2022
Status Time: 02 : 58 PM
Eligibility: Ohio Operating Engineers - Self I

Intake Method: Web/Portal
Next Review Date: 05 / 23 / 2022
Next Review Time: 12 : 00 AM

Cancel Save

- Complete “Discharge Date” field. (5)
 - **Note:** Discharge date **cannot** be a future date.
- Use dropdown to complete “Member Discharged To” field. (6)
- To attach a Discharge Summary, see page 7.
- After all discharge information has been entered/attached, click “Save” (7) to submit.

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Dashboard Notices Waiting Room Recent + New Test10 Provider10

Demographics

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Discharge Date: N/A
LOB: Self Insured
Plan: Ohio Operating Engineers
Effective Date: Aug 1, 2019
Term Date: N/A
Funding Indicator: Self insured (ASO)

Back Edit

Saved!

Dashboard

- A pop-up notification (8) will display indicating that the discharge information was saved to the Member’s Service Authorization.
 - **Note:** Once saved, Medical Mutual will be notified that discharge information has been added to the Service Authorization.
- Click Dashboard icon (9) to return to My Dashboard.

Uploading a Discharge Summary:

MedCommunity

Dashboard Notices Waiting Room Recent + New Test10 Provider10

Demographics

FN8251 LN237734
DOB: May 14, 1959 (63y)
517-520-3104
ID: SMID3711546

Service Authorization

Authorization Number: 2213653492
External Identifier: N/A
Date Received: 5/16/22, 8:26 AM
Auth Type: Inpatient
Authorization Status: Open
Status Date: 5/17/22, 2:58 PM
Priority: SNF
Next Review Date: 5/23/22, 12:00 AM
Case Due Date: N/A
Case Owner: Debra Armstrong-Krupla

Authorization Number: 2213653492
External Identifier:
Auth Type: Inpatient
Auth Category: SNF
Date Received: 05 / 16 / 2022

Time Received: 08 : 26 AM
Discharge Date: mm / dd / yyyy
Admit/Effective Date: 05 / 17 / 2022
Member Discharged To: Transfer to Home With HHC

Discharge Facility:
Discharge Date: mm / dd / yyyy
Case Owner: Debra Armstrong-Krupla

Authorization Status: Open
Status Detail: Concurrent Review
Status Date: 05 / 17 / 2022
Status Time: 02 : 58 PM
Eligibility: Ohio Operating Engineers - Self I

Intake Method: Web/Portal
Next Review Date: 05 / 23 / 2022
Next Review Time: 12 : 00 AM

- From the Service Authorization screen, click caret (1) to open Page Resources.

Page Resources

Documents (0) +

No Records found

Call Log (0)

No Records found

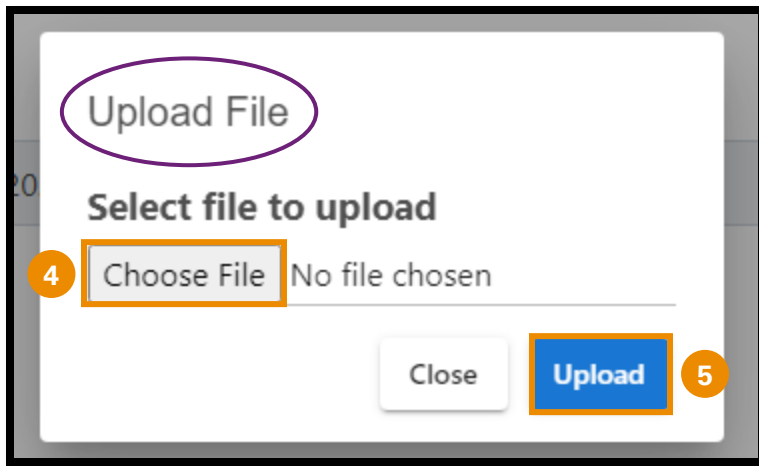
Attach File 3

Copy From

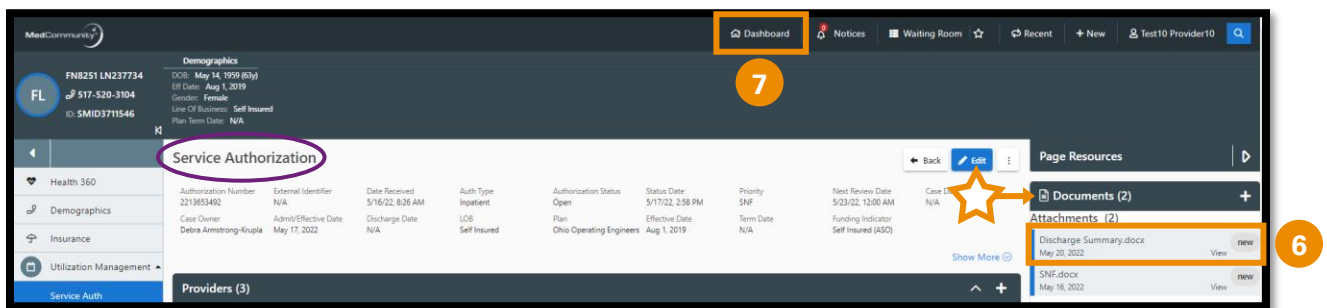
Merge & Send

Send Support Materials

- To upload a discharge summary, click Documents + icon. (2)
 - If Member discharged to anywhere other than their home - or - Member will have home health care services, please include the facility/agency name, address and phone number in your discharge summary.
- Click “Attach File” (3) to open Upload File screen.



- When the pop-up window appears, click “Choose File”. (4)
- Locate the file and click “Upload” (5) to add file/document.



- Newly added discharge summary document will be visible under Documents in Page Resources section. (6)
- Click Dashboard icon (7) in the global navigation bar to return to My Dashboard.