



Provider notice

Provider Manual and Policy Changes

September 11, 2023

Transitions of Care (TRC): A vulnerable point in care

Applicable to: Mercy Care Advantage

Transitions from hospitals and SNFs pose as vulnerable points in patient care and the risk for potential readmission is high, especially for older populations. Transitions often involve medicine changes, new diagnoses, and extensive discharge instructions. The goal of TRC is to promote engagement and medication reconciliation post-discharge, supported by admit notification and discharge information. The overall aim is for a safe transition of care.

The components and time frames for TRC:

- **Notification of Inpatient Admission.** Documentation of receipt of notification of inpatient admission *on the day of admission through 2 days after the admission (a total of 3 days).*
- **Receipt of Discharge Information.** Documentation of receipt of discharge information *on the day of discharge through 2 days after the discharge (a total of 3 days).*
- **Patient Engagement Post-Discharge.** Documentation of engagement (office visits, in-home visits, telehealth, telephone, or virtual check-ins) provided *within 30 days after discharge.*
- **Medication Reconciliation.** Documentation of reconciliation *on the date of discharge through 30 days after discharge.*

The primary source for documentation is the record belonging to the PCP or ongoing care provider

Documentation in any outpatient record that is accessible to the provider is eligible for use in reporting; this includes records available in shared EMRs and/or retrieved via portals and HIE (Health Information Exchange).

The types of documents that help capture the components for Transitions of Care

- H&P, Inpatient Consults, Discharge Summaries
 - admit notification, discharge info, med reconciliation

- BHT notes/emails (mental health/integrated health services)
 - admit notification
- Office Visit notes, Consult Notes
 - pre-op clearance (admit notification), patient engagement, med reconciliation
- Mercy Care Notifications of Admission
- Continuity of Care documents are NOT accepted as legal health documents: cannot be used

Incorporating notifications, hospital records into the OP record – clearly show date of receipt

- Clearly show the date of receipt (print, fax, generation date)
- Attach a date of receipt (scan date, upload date) for those without e.g., discharge summaries received/retrieved via the HIE

Tips to help capture the components for Transitions of Care

- Utilize the Health Current Exchange for admit notifications and document in record
- Request discharge summary from the inpatient facility when discharge notification is received
- Contact members shortly after discharge to set up an appointment
- Medication reconciliation completed by an MA or LPN can only be accepted when signed off by accepted provider (RN, pharmacist, or prescribing provider)

For more on TRC including Applicable Codes

For information on Applicable Codes, TRC specific guidelines, and additional tips to help affect outcomes, please go to our Provider Manual web page and select [Mercy Care Provider Outreach Manual: Select HEDIS, CMS Core and CMS Star Measures – 2023](#).

In the meantime, don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care Advantage website.

Thanks for all you do!

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Mercy Care | 4500 E. Cotton Center Blvd., Phoenix, AZ 85040