

**Q1: Why is the [Long-Term Care Discharge Notification Form](#) required?**

**A:** Within 24 hours of discharge, Santa Clara Family Health Plan requires specific communication about our members. Using the completed form and information you send us, we:

- Update our system with the discharge documentation.
- Conduct timely transition of care calls. For example, if a long term care member discharges to home, we call them to follow-up on services, medications, supplies, and to ensure that they are going to scheduled Primary Care Provider or Specialist visits.
- Notify the State of California of any long-term care members who have expired. This helps us coordinate the member payment we receive monthly from the state.

**Q2: What are the discharge reasons/dispositions that require use of the Long-Term Care Discharge Notification Form?**

**A:** Use this form to notify the plan of long-term care discharges for SCFHP members because of hospice, death, last covered day, discharges to lower level of care, departures against medical advice (AMA), when a member's eligibility ends, or for changes in insurance. This form **should not** be used to notify the plan regarding a LTC member getting admitted to a skilled level of care, or acute hospital stay.

For Bed Holds please use the [Bed Hold Authorization Request Form](#).

**Q3: What documents must be included with the discharge notification form?**

**A:** A Discharge Plan or Discharge Summary must be included with the completed form. The Discharge Summary must include:

- Discharge disposition (location or setting)
- Physician's orders for medications, treatment, Durable Medical Equipment (DME) and/or supplies required upon discharge
- Home health, hospice, or caregiver agency referral
- Documentation or referrals related to other benefits/resources including In-Home Supportive Services and/or Long Term Services and Supports (LTSS) Programs (i.e. Community-Based Adult Services or Multipurpose Senior Services Programs)
- Verified member's phone number.
- Detailed information about the member's follow-up appointments scheduled after they discharge, including pre-arranged transportation.

For hospice, the **Hospice Admit Notice** is required to be submitted along with the documentation listed above.

**Q4: What date is considered the discharge date?**

**A:** Please submit the *actual date of discharge*. Do not use bed hold date ranges on this form.

**Q5: Are providers monitored for their ongoing compliance and timely submission of Long-Term Care Discharge Notifications?**

**A:** Provider compliance is monitored on an ongoing basis. If a facility is continually found to have missing or late submissions, they will be notified. Overall, it is the facility's responsibility to provide for adequate staffing to complete, monitor, track, and submit timely submissions.