

Transitions of Care (TRC)

wellcare



Did you know?

Transitions of care occur when a patient moves from one care setting to another. Patients have an increased risk of adverse occurrences due to miscommunication and misunderstanding between patients and providers. It is the responsibility of the medical team taking care of the patient to effectively communicate during these transitions, assuring that their patient understands discharge instructions and any medication changes.



Measure description

The percentage of discharges for members 18 years of age and older who had each of the following:

- ✓ **Notification of Inpatient Admission** – Documentation of receipt of notification of inpatient admission on the day of admission through two days after the admission (three total days).
- ✓ **Receipt of Discharge Information** – Documentation of receipt of discharge information on the day of discharge through two days after the discharge (three total days).
- ✓ **Patient Engagement After Inpatient Discharge** – Documentation of patient engagement (e.g., office visits, visits to the home, telehealth) provided within 30 days after discharge.
- ✓ **Medication Reconciliation Post-Discharge** – Documentation of medication reconciliation on the date of discharge through 30 days after discharge (31 total days).

(continued)

For more than 20 years, Wellcare has offered a range of Medicare products, which offer affordable coverage beyond Original Medicare. Beginning Jan. 1, 2022, our affiliated Medicare product brands, including Allwell, Health Net, Fidelis Care, Trillium Advantage and 'Ohana Health Plan transitioned to the newly refreshed Wellcare brand. If you have any questions, please contact Provider Relations.



By Allwell
By Fidelis Care
By Health Net
By 'Ohana Health Plan
By Trillium Advantage



Key tips

- ✓ Develop a process of documenting notifications of inpatient admission and discharge.
- ✓ Ensure follow-up appointments, telephone visits, e-visits, or virtual check-ins are scheduled within 30 days after inpatient discharge. Best practice: within seven days of discharge.
- ✓ Medication reconciliation must be conducted by a prescribing practitioner, clinical pharmacist, physician assistant, or registered nurse.
- ✓ Documentation in the outpatient medical record must include a comprehensive medication list and medication reconciliation of current and discharge medications.
- ✓ If patients have multiple discharges, each discharge counts separately.



What do you need to do?

- ✓ Date and time stamp notification of inpatient admission in the member's outpatient medical record.
- ✓ Date and time stamp receipt of discharge information in the member's outpatient medical record.
- ✓ Complete a patient engagement and document medication reconciliation within 30 days after discharge.
- ✓ Submit claims (CPT, CPT II codes, etc.) and encounter data in a timely manner, including diagnosis codes.

The suggested codes for these services include:

Description	Codes
Medication Reconciliation Encounter	CPT: 99483, 99495, 99496
Medication Reconciliation Intervention	CPT II: 1111F

