

Title:	MSHO Unable to Reach and Decline Care Plans Workaid		
Program(s):	MSHO	Effective Date:	12/7/22
Frequency:	Daily	System(s):	None
Process Owner:	Bluestone Care Coordinators	Back-up Owner:	Florence Okoampa
Revised by:	NA	Last Revision:	NA
Preparation/Materials:	CM P&P 131, Outreach Workflow, Care Plan Statements/UTR & Declined Goals/CP Letter Template		

Purpose:

CMS requires that MSHO members who are **Unable to Reach (UTR)** or **Decline** an assessment have a care plan created that include goals and the interdisciplinary Care Team (ICT). The care plan is to be mailed to the member and the primary care provider. The interdisciplinary care team must be communicated to the member.

When to use:

- Outreach attempts results in MSHO member being unable to reach
- Member declines to complete an assessment

UTR/Declined assessments should include a SMART goal related to health/preventive specific to the member.

Steps:

- Review any available information and medical records
- When completing prep/research, note any missing preventive care
- Complete the “**Unable to Reach/Decline Interdisciplinary Care plan**” form

Letters:

- Use the **MSHO Care Plan to member** letter and attach the care plan to be sent to member.
- Use the **MSHO Care Plan to MD** letter and attach the care plan to be sent to PCP.

If the member declines care plan to be mailed:

- Complete care plan
- Edit letter and save in member’s record.