

UCare Connect/Connect + Medicare and MSC+/MSHO

Care Coordination and LTSS

Title: Unable to Reach and Refusal Assessment Timelines

Purpose: To clarify and provide examples of assessment timelines when a member is reached to complete an assessment and when a member is unable to reach (UTR) or declines an assessment (refusal). Defining the expectations will increase the rate of timely assessments and allow Care Coordinators to track reassessment with understanding and confidence.

Definitions


Assignment: The date the member is assigned to the delegate.

Enrollment: The first day of the month for which the member enrolled in UCare.

- **Example:** Delegate received enrollment roster on 6.5.22 (assignment) for members that enrolled on 6.1.22 (enrollment).

A new member's initial assessment is due:

- **SNBC Example:** Delegate received enrollment roster on 6.5.22 (assignment) for members that enrolled on 6.1.22 (enrollment). The assessment and/or attempts to complete the assessment are due by 7.30.2022 – **60 days from the enrollment date.**
- **MSC+/MSHO Example:** Delegate received enrollment roster on 6.5.22 (assignment) for members that enrolled on 6.1.22 (enrollment). The assessment and/or attempts to complete the assessment are due by 6.30.2022 – **30 days from the enrollment date.**

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|  | Reassessment Timeline Reassessment timelines differ based on the outcome of the initial assessment. |
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Initial assessment completed:

- Member is due for reassessment **within 365 days of completed HRA**

OR


Initial assessment resulted in a UTR or Refusal:


- Member is due for reassessment **within 365 days of original enrollment date**

All subsequent reassessments:

- Member is due for reassessment **within 365 days of most recent “activity date”**
 - UTR Activity date = date of last required outreach attempt to reach member
 - Refusal Activity date = date member refused/declined HRA

- HRA completed = date HRA was conducted

| | SNBC EXAMPLE |
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|  | <p>Example for UTR/Refusal: Member enrolls 6.1.22</p> <ul style="list-style-type: none"> • Year one: All attempts due within 60 days of enrollment <ul style="list-style-type: none"> ○ Example: HRA or UTR/Refusal due by 7.30.22 Activity Date Result: UTR/Refusal completed on 7.12.22 • Year two: All attempts to complete assessment due within 365 days of enrollment <ul style="list-style-type: none"> ○ Example: Previous UTR/Refusal therefore year two attempts to complete HRA or UTR/Refusal due before 6.1.23 Activity Date Result: UTR/Refusal completed on 5.20.23 • Year three: All attempts to complete reassessment due within 365 days of most recent activity date <ul style="list-style-type: none"> ○ Example: Year three HRA or UTR/Refusal due before 5.20.24 |

| | MSC+/MSHO EXAMPLE |
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|  | <p>Example for UTR/Refusal: Member enrolls 6.1.22</p> <ul style="list-style-type: none"> • Year one: All attempts due within 30 days of enrollment <ul style="list-style-type: none"> ○ Example: HRA or UTR/Refusal due by 6.30.22 Activity Date Result: UTR/Refusal completed on 6.12.22 • Year two: All attempts to complete assessment due within 365 days of enrollment <ul style="list-style-type: none"> ○ Example: Previous UTR/Refusal therefore year two attempts to complete HRA or UTR/Refusal due before 6.1.23 Activity Date Result: UTR/Refusal completed on 5.20.23 • Year three: All attempts to complete reassessment due within 365 days of most recent activity date <ul style="list-style-type: none"> ○ Example: Year three HRA or UTR/Refusal due before 5.20.24 |