



Relocation Service Coordination Process Flow

Definition

- Medical Assistance (MA) reimbursed case management benefit.
- Assist members residing in eligible institutions gain access to needed medical, social, educational, financial, housing and other services and supports necessary to move from the institution to a community-based setting.
- Services include implementation of a service plan including referrals and coordination of service providers and monitoring.

Eligibility

- Eligible for MA
- Resides in an institution (i.e. nursing facility, hospital) that qualifies for services at time of service delivery
- Member chooses to move into the community
- Member chooses to receive services
- Relocation Service Coordination benefit (180 days) is not exhausted

Noncovered Services

- Transition assistance when a member moves from one institution to another.
- Transition assistance when a member moves from one community setting to another.

Relocation Service Coordination (RSC)

- UCare utilizes the following providers for RSC:
 - ✓ Exodus | Provider ID# 226888 | Phone: 952-687-9994
 - ✓ Options For Independence | Provider ID# 213500 | Phone: 612-216-4687
 - ✓ Promise Transition Services | Provider ID# 221006 | Phone: 612-236-7979
 - ✓ Superior Health & Human Services | Provider ID# 203197 | Phone: 651-705-8723
- RSC benefit terminates once the member has been discharged from the qualified institution.
- RSC benefit may be available again once member is readmitted to a qualified eligible institution.



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Care Coordinator Responsibility

- Complete referral directly with the RSC provider.
 - Initial date of referral will begin the 180 days of RSC benefit.
- No authorization is required for RSC.
- RSC is funded via member MA benefit.
- Complete the LTCC upon notification of discharge date.
- Members needing Elderly Waiver (EW) services, CC will coordinate with the provider and member and include in the member care plan.

RSC Provider Responsibility

- Assistance to access needed services, including travel to visit a member to develop or implement the goals of the written plan.
 - RSC provider will develop, monitor and review the written service plan using a person centered process such as **My Move Plan Summary (DHS-3936)**.
- Coordinate, monitor and support overall service delivery and advocacy as needed to ensure quality of services.
- Coordination with the facility discharge planner.
- Communicate with other agencies to implement the move as appropriate (i.e. Transitional Services).
- Assistance to locate appropriate community housing.
- Coordinate moving day with member, care coordinator and home care providers.

Resources

- [MHCP Provider Manual - Relocation Service Coordination](#)