

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

A: Using the completed form and information you send us within 24 hours of discharge, we complete the following actions:

- Update our system with the discharge documentation.
- Conduct timely transition of care calls. For example, if a long-term care (LTC) 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: 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 SCFHP about an 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 Long-Term Care Discharge Notification Form?

A: Medication list, a discharge plan, **or** discharge summary. The discharge summary must include the following information:

- Discharge disposition (location or setting).
- Physician's orders for medications, treatment, and durable medical equipment (DME) or supplies required upon discharge.
- Home health, hospice, or caregiver agency referral.
- Documentation or referrals related to other benefits and resources, including In-Home Supportive Services (IHSS) or Long-Term Services and Supports (LTSS) programs (i.e. Community-Based Adult Services (CBAS), Multipurpose Senior Services Programs (MSSP), Community Supports(CS), or Enhanced Care Management (ECM).
- Verified member's current phone number.
- Detailed information about the member's follow-up appointments scheduled after 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, the facility will be notified. It is the facility's responsibility to provide adequate staffing to complete, monitor, track, and submit timely submissions.