

Discharging a patient from care

This Policy is Applicable to the following sites:
Priority Health

Reference #:

Version #: 1

Effective Date: 1/1/2019

Functional Area: Health Plan

1. Purpose

- Priority Health expects that providers will not discriminate against members because of race, color, ancestry, religion, age, gender, national origin, marital status, health status or disability.
- Member discharge is a serious matter that should be conducted with careful consideration. We would encourage our providers to take action to resolve and correct the patient-physician relationship whenever possible, keeping the action of a discharge as a last resort.
- This policy will outline the appropriate reasons a PCP may discharge a member from their care, and the timelines associated with this transfer

2. Policy

- The Discharge Policy applies to members of all Priority Health products CMS and the State of Michigan Medicaid Program guidelines may override portions of this policy for Medicare, Medicaid and Healthy Michigan Plan members.
- Acceptable reasons for discharge:
 - **Unpaid copayments or deductibles** with a minimum of a 90-day collection period of no less than \$150. Collection attempts must be documented in the patient's chart.
 - **Repeated no-shows** for scheduled appointments. This is defined as three or more visits missed in a twelve-month period. Dates of no-shows must be documented in patient's chart
 - **Threatening behavior** displayed toward practice staff Behavior and practice response must be documented in the chart.
 - **"Doctor-shopping"** to obtain prescriptions. Details of the activity should be documented in the patient's chart, including dates of visit or contact with the member
 - **Failed drug screen**, in violation of practice illegal drug-free policy. Date of drug screen and policy must be documented in the patient's chart.
 - **Fraudulent behavior**, with the case documented in the member's record.

3. Responsibilities/Procedure

- Primary care providers must follow these steps to discharge a member from their practice:
 1. Document all resolution attempts within the patient's medical record
 2. Document the reason(s) for requesting the discharge within the patient's medical record
 3. Notify the patient by letter that he or she has been discharged from your practice
 4. You must offer 30 days of urgent/emergent care to the patient following the date of the discharge letter.
 5. Request the discharge from Priority Health. Priority Health will reassign the member to a new PCP. The new PCP assignment will be effective on the date submitted to Priority Health. Discharges may take up to 30 days to process.

4. Compliance

- Periodically, Priority Health may conduct audits of discharge requests and ask for copies of the documentation required by the discharge policy.

5. Revisions

- Priority Health reserves the right to alter, amend, modify or eliminate this policy at any time without prior written notice.

6. Policy Development and Approval

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7. Keywords

Patient discharge, provider relationship, patient relationship

