

HPR V Reinvestment Project

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Frequently Asked Questions (FAQs) (05/23/2006)

Question or Issue:

When the initial authorization is done by a CSB other than the case management CSB, sometimes the case manager at the CSB does not know the admission has occurred. Isn't it enough to write the case management CSB or case manager on the authorization form and fax to the case management CSB?

Precedence (when applicable):

The procedures speak to completing the authorization form and faxing to the Project, the hospital and the case management CSB.

Guidance or Actions:

The Emergency Services Managers had discussed this issue in February. The managers shared ideas on what is working for their agencies, and the consensus developed that the phone conversation is essential. The recommendation is that the authorizing CSB representative contact by telephone the case manager/emergency staff at the case managing CSB and that this person's name and contact information be included on the form to indicate that the information has been communicated. The fax procedures would remain the same.

John Dool
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Distribution:

Procedure Manual
Reinvestment Web Page (What's New)
ES Manager/Reinvestment Case Management