# THE INPATIENT SKILLED NURSING AND ACUTE REHAB CARE MANAGEMENT PROGRAM

**February 2013**

| Program Description and Summary | The Inpatient Skilled Nursing and Acute Rehab Care Management Program provides management for members in all inpatient facilities, including out of area and out of country facilities. Through telephonic or onsite interaction the NCM works collaboratively with providers and members as part of the health care team. This program is available to all commercial members. The NCM assures the most appropriate plan of care, reduces unnecessary utilization and facilitates coordination of safe and coordinated discharge plans. The NCM addresses both the medical and psychosocial needs of members and their families. Services available through this Care Management Program include:
  - Early identification of members with diagnoses requiring rehabilitative care
  - Initiation of proactive intervention and care management of members
  - Identification of barriers to care
  - Member and family education
  - Fostering of adherence to health prevention programs
  - Referral of eligible members to other care and disease management programs
  - Review of appropriateness of ECF admissions through preadmission screening
  - Assignment of a primary NCM for members |
| Program Goals | • Improvement of utilization trends and control of associated costs by managing lengths of stay
• Identification and elimination of barriers to discharge
• Implementation of a safe discharge plan
• Prevention of re-hospitalization
• Achievement of member self-reliance through education |
| Program Components | • Inpatient screening and level of care determination through application of standardized criteria
• Collaboration with Inpatient facilities regarding benefits and complex care needs for members being discharged to home
• Application of standardized UR criteria for members in ECF’S
• Attendance at interdisciplinary and family team meetings
• Provision of health and disease education and community resource information
• Referral to appropriate internal and external support services and programs
• Promotion of member and family self reliance |
| Member Identification | Members are identified through:
  - Inpatient Hospital Admissions/Discharges
  - Pre-admission screening process for Extended Care Facilities
  - Member Services
  - Care Managers
  - Hospital discharge planners
  - Vendors
  - Providers
  - Self referral
  - UM and Precertification activities |
| Eligibility | All commercial members 18 yrs of age or older in core products |
| Outcomes Reporting & Metrics | Account-specific participation and outcomes report |