



Care Coordinator and Skilled Nursing Facility Expectations Fact Sheet

Care coordinators who do not do utilization review are expected to communicate with Skilled Nursing Facilities (SNFs). Your goal is to smoothly hand-off a member's care management from the community to the SNF.

- Contact the SNF's social worker (not Medicare nurse) when the member is admitted. Let them know who you are, and that you have been care-managing the member. Tell them you are willing to share information about the member, if needed. Ask them to call you prior to discharge, and offer to assist in discharge planning, if needed.
- Find out the anticipated length of stay (LOS) by reviewing UCare's electronic report. If it is a few days, wait to visit the member until discharge.
- Call the SNF social worker every 1-3 weeks for an update (this depends upon anticipated LOS). If anticipated LOS is several weeks, visit the member at the SNF as appropriate.
- Try to attend the care conference if the SNF schedules one.
- Work with the social worker on a discharge plan, as appropriate, and communicate with the family as needed. The SNF's social worker gets the discharge order, arranges the home care, etc.
- Talk to the member as appropriate to make sure his or her needs are being met, etc.
- **Do not ask for copies of anything from the chart.**
- Do not routinely round in the SNF. Use professional judgment to determine when and if it is appropriate to visit the SNF.

SNFs are expected to communicate with care coordinators. The goal is to smoothly hand-off the member from the SNF to the community upon discharge.

- Acknowledge the care coordinator's call when a member is admitted, and communicate with the care coordinator as needed.
- Call the care coordinator a few days prior to discharge to let him or her know the member is being discharged.
- Work with the care coordinator as needed to plan the discharge and set up appropriate services.
- Invite the care coordinator to a care conference if one is held for the member.
- Allow the care coordinator to have access to the member's chart on-site, if needed.

UCare Resources:

Claims, Benefits, and General Provider Questions:

Provider Assistance Center
612-676-3300
1-888-531-1493 (toll free)

