

Department of Health and Mental Hygiene (DHMH)
Primary Adult Care Program (PAC) Standard Operating Procedures (SOP)
Expedited Application Processing for State Psychiatric Hospitals'
Patients Prior to Release

Maryland's Primary Adult Care Program (PAC):

The Maryland Primary Adult Care Program (PAC) covers primary health care, some outpatient mental health services, certain emergency hospital services, community based substance abuse services, and prescription drugs for certain low income eligible residents. Social Workers in the State Psychiatric Hospitals often assist individuals with applying for benefits prior to release in order for patients to access health care and other services immediately upon release.

Purpose of Process:

The Department of Health and Mental Hygiene (DHMH) has established this Standard Operating Procedure (SOP) with the Mental Hygiene Administration (MHA) for the purposes of providing uniform procedures and responsibilities necessary to process State Psychiatric Hospitals' PAC applications more expeditiously. This will ensure that patients leaving the State Psychiatric Hospitals have access to medical services and medications as soon as possible upon release and to prevent relapses. This SOP also includes a form to be used by the State Psychiatric Hospitals in order to better facilitate the process with DHMH's PAC Problem Resolution Staff.

Eligibility Criteria for Expedited Processing – To be eligible, a patient must:

- 19 years of age; and
- Reside in the State of Maryland upon release; and
- Be residing in a Maryland State Psychiatric Hospital and have a projected discharge date of 45 days in the future; and
- Does not receive any type of Medicare (A,B, or D) or is not eligible for any type of Medicare coverage; and
- Meet the income and asset guidelines for PAC; or
- Have suspended SSI and Medical Assistance that needs to be reactivated or have never had Medical Assistance or SSI.

State Psychiatric Social Workers' Responsibilities:

State Psychiatric Hospital Social Workers should routinely apply for PAC for any individual who is being discharged from the hospital who does not have Medicare coverage and meets the income and asset guidelines. Additionally, Social Workers should apply for PAC if an

individual's SSI and Medical Assistance have been suspended during their hospitalization and reactivation is needed.

A State Psychiatric Hospital Social Worker will meet with the patient and assist with completing the PAC application 45 days prior to discharge into the community.

- 1) Social Workers will ensure the PAC application is thoroughly completed, signed and dated. At the very top of page one of the application, the hospital's name – MHA should be written in big, bold letters.
- 2) Section 1 of the application must include the following:
 - Full name and address of the State Psychiatric Hospital must be stated in section 1B and 1C.
 - The Living arrangement must be checked “Long term care facility” in section 1D.
 - Dependent Adult question must be checked “yes or no” in section 1E.
 - Marital Status must be checked in section 1F.
- 3) Section 2 of the application must include the following if applicable:
 - If the patient has a spouse who is residing in the community and the patient will reside with the spouse upon release into the community, the spouse must be included on the application.
- 4) Section 4 of the application must be completed in the following manner:
 - All financial information must be answered, even if the answer is “0” or “N/A”.
- 5) Section 5X must include the following:
 - The Social Worker's full printed name and date application was signed.

The State Psychiatric Hospital Social Worker will send fax letter to (410) 528-6047 to the PAC Problem Resolution Staff (PRS) upon a patient's discharge into the community via Attachment A. The following information must be included:

- Name, social security number, and date of birth of discharged patient.
- Admission and discharge date (benefit begin date will be the first day of the discharge).
- Home Address and Mailing Address if applicable.
- If the patient does not have an income, a supporting statement from the person(s) or agency providing food/shelter.

Primary Adult Care Problem Resolution Staff Responsibilities:

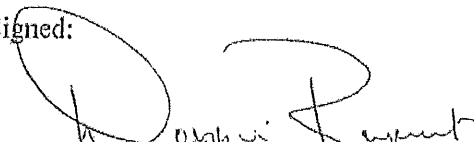
The Primary Adult Care Problem Resolution staff will ensure that pending State Psychiatric Hospitals' applications are retrieved daily for eligibility processing.

- If there are discrepancies between the information stated on the application and information from other private, local and government sources, the Social Worker will be notified in writing.
- The application will be processed and denied due to the patient's current living arrangement.
- The application denied solely on the basis of living arrangement is held 6 months (6 months from the first day of the application month). If the patient is not discharged within 6 months from the first day of the application month or a Notice of Discharge Letter and proofs are not received within the 6 months time frame from the Hospital Social Worker, the patient/client must reapply for the PAC Program.

Primary Adult Care Problem Resolution Staff will ensure that PAC eligible patients whose application have been denied because they are in a State Psychiatric Hospital are reprocessed within 48 hours of receipt of the Notification of Discharge Letter (NDL) from the Hospital Social Worker.

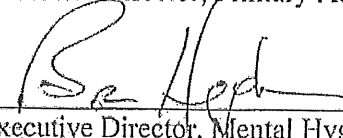
- Upon receipt of the NDL the PRS will review the scanned denied application and verifications via the PAC scanning database (On Base).
- The denied application will be re-opened on the PAC Eligibility System and eligibility will be determined via the EVS within 48 hours of receipt of the NDL.
- The PRS will check the Medicaid Management Information Systems (MMIS) the next day to verify the PAC eligibility span was transmitted to MMIS.
- If the PRS discovers that the interface failed, a Certification Turnaround Document (C-TAD) will be completed and delivered to the designated PRS for manual update in MMIS.

Signed:



Executive Director, Primary Adult Care Program

1-16-13
Date



Executive Director, Mental Hygiene Administration

1/16/13
Date