

Outreach and Engagement – Health Home Billing Guidance and Scenarios



This document illustrates specific outreach and billing scenarios that align with state guidance regarding payment rules.

Health Home billing guidance

- All outreach services effective on or after October 1, 2017, will not exceed two consecutive months, and the second consecutive month must be face-to-face.
- Face-to-face contact is defined as an in-person meeting with the member and/or parent, guardian or legally authorized representative who has the authority to consent and enroll.
- Outreach billable months cannot exceed four months in a rolling 12-month period.
- Exception: Outreach services may exceed the limits cited above when actionable information from the managed care organization (MCO) supports additional outreach.

Example	Month	Outreach segment	Face-to-face	Billable
1	October	New	No	Yes
	November	Second consecutive month	No	No — Health Home (HH) should end the outreach segment as of October 31, 2017.
2	October	New	No — no progress	Yes — end segment October 31, 2017
	January	New information	No — contact and appointment scheduled	Yes
Member is reached and appointment scheduled	February	Second consecutive month	Yes — member consents to enroll — Outreach ended January 31, 2018.	Yes — consented to enroll, second month billed as enrolled effective February 1, 2018. Enrollment segment created with a February 1, 2018, begin date.
3	October	New	No — but phone contact	Yes
Scheduled face-to-face	November	Second consecutive month	Yes — declined consent to enroll	Yes — outreach month two, no further outreach allowable
Member contacts CMA and is seeking to enroll.	January	No	Yes — member consents to enroll	Yes — consent and bill enrollment. Enrollment segment created with a January 1, 2018, begin date.

Example	Month	Outreach segment	Face-to-face	Billable
4	October	New	Yes	Yes
Member is undecided about HH but agrees to meet again.	November	Second consecutive month	No — member no show	No — HH should end the outreach segment as of October 31, 2017.
5	October	No	No	No — MCO pend assignment until in receipt of new information
Prior outreach history with no new information				
6	October	New	No — no progress (e.g., incorrect address and phone)	Yes — end segment October 31, 2017
	January	New information	No — contact and appointment scheduled	Yes
Member is reached and appointment scheduled	February	Second consecutive month	No — No-show to scheduled appointment; unable to reach.	No
7	November	No — Although ED alert received, there was no new information to reach member and alert arrived postdischarge.	No	No
Previous outreach segment ended October 31, 2017. HH received hospital ED alert.				
8	November	New — ED alert received postdischarge; however, member was discharged to shelter — new information, CMA reaching out to intake shelter for additional information.	No	Yes
Previous outreach segment ended October 31, 2017. HH received hospital ED alert.				
	December	No contact made with shelter or member.	No	No — Outreach segment should end as of November 30, 2017.

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