

Overview

Concurrent review involves oversight of members admitted to hospitals, rehabilitation centers and skilled nursing facilities. The concurrent review nurse follows the clinical status of the member on an ongoing basis through telephonic and/or onsite chart review and communication with the physicians and/or other healthcare professionals involved in the members care. The concurrent review process incorporates the use of InterQual guidelines to assess for quality care and the appropriate level of care for continued medical treatment. Reviews are performed by licensed nurses under the direction of the Plan Medical Director. For questions concerning members admitted to acute care facilities, skilled nursing facilities and rehabilitation centers please refer to your Quick Reference Guide for the telephone number to the Inpatient Department.

Discharge Planning

Discharge planning is an essential part of the concurrent review process. It includes coordinating services required to assist in arranging for and implementing a member's transition to a lower level of care. The concurrent review nurse will coordinate services with the Primary Care Physician, attending physician and/or the discharge planning personnel at the hospital. For assistance with discharge planning for members admitted to acute care facilities, skilled nursing facilities and rehabilitation centers, please refer to your Quick Reference Guide for the telephone number of the Inpatient Department.

Delegated Entities

All participating providers or entities delegated for Inpatient Concurrent Review are to use the same standards as defined in this section. Compliance is monitored on a monthly basis and formal audits are conducted annually.