

Disease and Case Management Work Aid

Title:	DTR- Denial , Termination, Reduction of EW service		
Program(s):	MSHO/MSC+	Effective Date:	12/12/2024

Purpose: Provide guidance to Care Coordinators regarding when to initiate a Denial, Termination or Reduction (DTR) related to an Elderly Waiver (EW) service and the administrative steps to take to assure that members receive their appeal rights.

When to use:

When Denying, Terminating or Reducing an EW service.

The DTR process is based upon contractual language stating that all members have a right to be notified when a service is being denied, terminated or reduced and be given their appeal rights. The member also has a right to appeal your assessment decision when they become ineligible for NF LOC services and are being closed to EW. The only way to ensure members are given their appeal rights is through the DTR process; additionally, providers of EW services consider the DTR letter their formal notification of a service ending.

Definitions:

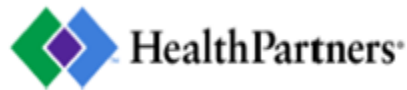
Denial - Request for an EW service that is currently not being received by member and there is no assessed need to support the request (prospective service)

Termination – Current service being received by member no longer supports current assessed need (concurrent service)

Reduction – Current frequency/rate of service no longer supports the members assessed need (concurrent service)

When to initiate a DTR:

- When the member requests an EW service and the request is denied
- When CC terminates an EW service
- When member does not agree with the reduction of a current service
- When CC closes member to EW and services are ending
- When CC closes member to EW because they no longer meet the NF LOC



When EW assessment is requested and member does not meet NF LOC
When there is a reduction in Case mix for CDCS cases.

Timelines:

The DTR process must be completed within 14 calendar days of the “Date Request Received”. The definition of this date includes the following three options: 1) Date of Assessment or 2) Date when all pertinent assessment information is gathered, or 3) Date member asks between assessment periods for an EW service and you have the information to determine if the service is appropriate. Documentation of this request and the date in member case notes is required.

Decision making regarding initiating the DTR and assuring that all staff can process the DTR and a DTR letter/ appeal rights is sent to the member, must be done before the 14th day after the “Date Request received”.

The Care Coordinator must be aware of this time frame and consult with HealthPartners as needed to come to a decision within the first 3 days of this 14 day period and then initiate the DTR process.

For a Reduction or Termination of a current service the provider and member must be given a minimum 10 day notice, before the service is reduced or terminated. HealthPartners typically provides a 14 day period in order to assure we are giving enough time. This becomes part of the DTR Letter and notification to provider and member.

A DTR form has been developed to document all the information and time frames for the DTR process to be completed. Please see this form for step by step information about this process.

**Complete the form within 5 calendar days of request and submit via email to:
hp_mshomsc_cc@healthpartners.com.**