



Nurse Findings:

If member has two or more "red lights "
Nurse to assess need for further interventions that may be needed (for example: Home Care or Tele-health).

If member does not agree to IVR, use your stoplights to help assess needs (for example: all green, no further calls needed; Yellow or Red lights, follow up on reminders in 10 days).

A "yellow (or) red light" will generate a reminder for a case review in 10 days.
The purpose of these reminders is to help you keep an eye on potential flags from the IVR process or nursing concerns that you may have.

Reasons and process to Opt a Member Out of IVR Calls

1. Member expires – Close CT case, member expired
2. Member has unplanned readmission; Close CT case, readmitted
3. Member notifies nurse or nurse receives an email that they no longer want to receive IVR calls; Change program type to CT brief intensive CM

Flag Management:

If a member answers "Yes" to flagged questions, you will receive an e-mail from your supervisor. Call the member one time within 48 business hours. You may need to call the physician to organize further support to the member's plan of care.

Document the IVR flag in your note when you call back the member.
Type= Member
Note Type = Phone Call or VM
Reason = Care transitions or Attempt to call, no answer