



## Provider communication

General information and system updates

May 30, 2024

### Transition of Care (TRC): All 4 components in OP medical record

Applicable to: Mercy Care Advantage

The goal of this HEDIS measure is to promote safe transitions with post-discharge engagement and medication reconciliation supported by notification of admission and receipt of discharge information.

Documentation for all 4 TRC components must be found in the OP (Outpatient) medical record belonging to the member's PCP or ongoing care provider: included are records accessible in shared EMRs or obtained via portals and HIE (Health Information Exchange).

#### TRC Components + Specifications

#### Types of documents found in the OP record that help capture compliance

##### Notification of Inpatient Admission

Documentation of admission must be filed or documented **in the OP medical record within a 3-day timeframe, including the day of admission.**

- ADT/HIE admission alerts (documented in OP record)
- **BHT, CM** notes regarding admission (BH/Integrated Clinic)
- **Pre-op clearance** or planned admission notes
- **Mercy Care** Notification of Admission
- **Hospital records:** H&Ps, IP consults

*TIP: Sign up for ADT/HIE\* admission alerts and document in the OP medical record*

##### Receipt of Discharge Information

Documentation of discharge information must be filed **in the OP medical record within a 3-day timeframe, including the day of discharge.**

- Discharge summaries with a **clear date of receipt**
- Clear date of receipt: a print or fax date **OR an attached** scan or upload date e.g., HIE records
- Continuity of Care documents are **NOT** accepted for TRC

*TIP: Use ADT/HIE\* discharge alerts to help obtain discharge summaries timely*

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## Patient Engagement Post-Discharge

– see [Applicable Codes](#)\*\*

→ Office visits, in-home visits, telehealth, telephone or virtual check-ins, and consults

Documentation of engagement provided within **30 days** after discharge.

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## Medication Reconciliation Post-Discharge

– see [Applicable Codes](#)\*\*

Documentation of reconciliation **on date of discharge through 30 days** after discharge (include a list of current meds)

→ Office visits, consults  
→ Discharge summaries  
→ **Transition Care Calls** with a med review: **only providers able to complete** or sign off are an **RN, prescribing provider, or pharmacist**

*Tip: Document provider awareness of “admission” or “hospitalization” in post-discharge visit*

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Go to the [www.MercyCareAZ.org](http://www.MercyCareAZ.org) for more information on:

### \*HIE - Health Information Exchange

Go to Resources, Tools + Training, Health Information Exchange

<https://www.mercycareaz.org/providers/health-information-exchange.html>

### \*\*TRC and Applicable Codes

Go to the HEDIS page <https://www.mercycareaz.org/providers/hedis.html> and scroll down to HEDIS education: click on hyperlinks for **Gap Closure Reference Guide** and **HEDIS webinars** (including TRC) for more information on TRC, Applicable Codes, and ways to help capture compliance.

As always, don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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