OPERATIONAL MEMO

Title: Admission, Discharge, and Transfer Event Notifications in the Care and Case Management System	**Topic:** Admissions, Discharges, and Transfers
Audience: Case Management Agencies	**Sub-Topic:** Case Management
Supersedes Number: N/A	**Division:** Case Management and Quality Performance
Effective Date: Nov. 14, 2024	**Office:** Office of Community Living
Expiration Date: Nov. 14, 2026	**Program Area:** Case Management
Key Words: Admission, ADT, Care and Case Management, CCM, Discharge, RAE, Regional Accountable Entity, Transfer	
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Purpose and Audience:

The purpose of this Operational Memo is to inform Case Management Agencies (CMAs) of operational instructions regarding the addition of Admission, Discharge, and Transfer (ADT) event notifications within the Case and Case Management (CCM) system.

Information:

The ADT event notification and the data it links to are meant to be tools that can help inform Case Managers when their Members have experienced an emergency level event or have been hospitalized. ADT information may provide the Case Manager the ability to timely address changes in support needs and services, to follow-up on possible critical incidents, and to better coordinate care following a hospitalization event.

All ADT information is coming from participating hospital providers and is read-only. Case Managers are not responsible for adding, deleting, or editing ADT information. In addition, ADT data in the CCM system may be duplicative for CMAs who already receive ADT files directly from their local Regional Accountable Entities (RAEs).

Effective Nov. 14, 2024, ADT information will trigger ADT events[1] in the CCM system. These events will be triggered within 48 hours of a hospitalization event including ER visits and/or a hospital admission. The ADT information will then be updated upon the Member's discharge. The ADT data in the CCM system can be accessed through a task notification, an alert, and in the ADT Events work queue. All ADT event data and details are in the Utilization Management > Service Authorizations section of the Member's record in CCM.

ADT Task Notifications

ADT task notifications are Member-specific and will be created as a task in the CCM system and assigned to the Member's primary Case Manager. If there is not a primary Case Manager assigned to the Member, the task will be assigned to the most recent active Case Manager listed in Care Team > Staff Members.

The task can be accessed in the Tasks/Appointments screen and will display as an "ADT Emergency Notification."

The Task/Review description will read as follows:
Medicaid ID - ADT Event (Emergency) + the Date the CCM received the file
Example: P1234560-ADT Event (Emergency) 2024-08-29

The notes section within the Task/Review screen will provide the following information:
"Please follow up on the ADT event for the Member by navigating to the Utilization Management > Service Authorizations section of the CCM."

ADT Alerts

The ADT Alerts will be visible in the Alerts box within the Member's record and will display as a link titled "ADT Event."

When the alert is opened, the narrative reads:

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[1] ADT events are only initiated by participating hospital providers in the Health Information Exchange network.

"Please follow-up on the ADT Event for this Member by navigating to the Utilization Management>Service Authorization Section of CCM."

Work Queues

ADT events will also be visible in the Case Manager's dashboard in the Work Queues section. Each CMA user role can view and access the ADT Events work queue, but will only be able to view ADT events for Member's currently associated with their CMA

When selecting a Member in the queue, the user will be taken directly to that Member's record where the ADT event information is stored within the Utilization management > Service Authorization panel.

ADT Event Data in the CCM Service Authorization Panel

All ADT event data details are located within the Service Authorization panel. The authorization will be displayed as, "Emergency Services (ADT File Notification.)" The ADT events can be filtered by "ADT File Notification." When the Case Manager opens the event, they must select "see more" in the top righthand corner to open and view all the detailed information. Case Managers are encouraged to determine if the event rises to the level of a Critical Incident or warrants additional services or supports.

Action To Be Taken:

When Case Managers receive an ADT notification and access the detailed information, they are advised to focus on the admit and discharge dates; as well as the diagnosis codes as they may relate to the reason the Member was hospitalized. Case Managers can use this information as a tool to inform their monitoring processes such as:

- Identifying and confirming possible critical incidents.
- Knowing when a Member has experienced an emergency level event.
- Knowing where and when a Member was hospitalized, including information on the hospital and their admission and discharge dates.
- Informing referral activities and service planning.
- Informing when care coordination with the RAEs may be needed for additional support.
- Identifying gaps in services or unmet needs.

It is recommended that ADT event review and any applicable follow-up actions should be completed within 72 hours from the initial notification. Follow up activity should be documented in Activity Logs within ten (10) business days.

Attachment(s):

[Colorado Health Information Exchange Network Participating Providers](#)

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