

Timelines Guide
UPCAP MIChoice WA / UPHP / VA

Referrals	CM - Section 3	UPHP	VA
Referral Paperwork kept	3 years	(3 years)	(3 years)
Assessments	CM - Section 6	UPHP	VA
NFLOCs Entered CHAMPS	14 days	14 days	N/A
NFLOC Valid for	14 days	14 days	N/A
NFLOC Performed	Annually Re- / Dis- Enrollment w/in 14 days before Transition	Annually Re-Enrollment Dis-Enrollment	N/A
NFLOC Temp.Door - Redone & Documentation Collected	90 days	90 days	N/A
Freedom of Choice Signed	1 - Initial Only, or 2 - Re-enrollment from NF, or 3 - When Participant No Longer Medically Eligible <u>Not</u> at Door Chg or Annual	At Each Annual, unless No Longer Medically Eligible, then UPHP sends to Participant for signature.	N/A
COMPASS Assessment Finalized	2 Week Days of Face-to-Face	Level II - 7 days	3 days
Notice / Adverse Benefits	10 days before stopping Svc	N/A - UPHP sends	N/A
PCP	CM - Section 10	UPHP	VA
Care Plan Developed after COMPASS Assessment	5 days	7 days	N/A
Service Delivery must start from Assessment	7 days	7 days	N/A
Follow Up Initial Services	14 days	14 days	14 days
Hold Notice & WO needed if Hosp or OOT for more than	14 days	N/A	N/A
24 Hour Care	CM - Section 11	UPHP	VA
Short Term 24-Hr Care max	14 days or Prog. Dir. Approval	N/A	N/A
Case Classification	CM - Section 14	UPHP	VA
Reassessment: "Active" (NOT Initial RA = 90 days)	180 days or Change	180 days or Change	90 days unless 180 Approved by VA
Reassessment (Maintenance)	180 days	180 days	90 days unless 180 Approved by VA
Follow Up Contact	30 days	N/A	30 days
Remain Open after Death	6 weeks (max)	N/A	N/A
Closure due to hosp stay	30 days	N/A	N/A

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Re-Assessments	CM - Section 15	UPHP	VA
Initial Re-Assessment	90 days	90 days	90 days
Other Re-Assessments	180 days or Change	180 days or Change	180 days with VA Approval
WA Ineligible	CM - Section 16	UPHP	VA
Hospitalization Duration	30 days	30 days = Inactive 60 days = Disenroll	N/A
NF Placement	Immediate	30 days = Inactive 60 days = Disenroll	Immediate
Swing Bed - Medicaid	Immediate	30 days = Inactive 60 days = Disenroll	Immediate
Out of Service Area for	30 days	30 days	
Case Reviews	CM - Section 20	UPHP	VA
Peer Reviews (10%)	Bi-monthly	N/A	N/A
Record Maintenance	CM- Section 22	UPHP	VA
Care Records Maintained	10 years	10 years	(10 years)
Advocacy & Protection	CM - Section 24	UPHP	VA
Investigate from Report of Critical Incident	2 wk days	2 wk days	N/A
ProgDir Submit to MDHHS	30 days	30 days	N/A
Suspicious Death report	48 hrs	48 hrs	N/A
Case Conf w/Svc Pvdrs	CM - Section 25	UPHP	VA
Case Conferencing	Monthly	Monthly	N/A
Grievance & Appeals	CM - Section 26	UPHP	VA
File Internal <u>Griev/Complaint</u> to <u>Comm.</u> NOT Re: Benefits	After CM attempts to rectify	N/A	N/A
- Acknowledge Receipt	3 busn days	N/A	N/A
- Investigate & Respond	30 days	N/A	N/A
File Internal Griev. Appeal to <u>Prog. Dir.</u>	30 days of Comm.Response	N/A	N/A
- Investigate & Respond	10 busn days	N/A	N/A
File Internal Griev. Appeal to 1. <u>CEO</u> / 2. <u>Exec Comm</u>	10 busn days of 1. Prog.Dir. / 2. CEO Response	N/A	N/A
- Investigate & Respond	10 busn days	N/A	N/A

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Grievance & Appeals (cont.)	CM - Section 26	UPHP	VA
File <u>Internal Appeal</u> to + <u>Comm</u> Re: Benefits	60 days from Notice	N/A	N/A
File Internal <u>Appeal</u> & Request Svc. Continue	10 days	N/A	N/A
- Acknowledge Receipt	3 busn days	N/A	N/A
- Schedule Hearing within	14 days of Receipt	N/A	N/A
- Approval / Denial	30 days of Receipt	N/A	N/A
File <u>External Appeal</u> to ALJ	120 days from Denial	N/A	N/A
" w/Continuation Services	10 days from Denial	N/A	N/A
External Appeal- " <i>Applicant</i> "	90 days Adv/Action Notice	N/A	N/A
Hearing Summary to MDHHS	14 days	N/A	N/A
NFTS	Appendix V	UPHP	VA
Medicaid before Transition	1 month	Already MA for C-WA	N/A
Call Resident	3 busn days fr Referral	Set up face-to-face↓	N/A
Face-to-Face Requested	10 busn days of Referral	7 calendar days fr Referral	N/A
Transition Activities	14 busn days of Referral		N/A
Re-authorize NFT Status	6 months	As requested by UPHP	N/A