

# PROVIDER Update

CONTRACTUAL | AUGUST 22, 2018 | UPDATE 18-593 | 2 PAGES

## CCHCS Service Delivery Guidelines

As a reminder, providers contracting with the Prison Health Care Provider Network (PHCPN) must follow guidelines established by California Correctional Health Care Services (CCHCS) when treating California Department of Corrections and Rehabilitation (CDCR) patient-inmates. The guidelines listed below are requirements according to the *Provider Participation Agreement (PPA)*.

### SERVICE DELIVERY OBLIGATIONS

The following service delivery obligations apply.

#### Clinical Documentation

Providers must provide all clinical documentation in a legible format to CCHCS, including, but not limited to, prescriptions, clinical notes and brief operative notes sufficient to support continuity of care within the institution, and any other required report within 48 hours of the visit.

#### Discharge Summaries

Providers performing hospital services must issue a legible written discharge summary or transfer summary upon hospital discharge of a patient back to the appropriate CDCR institution. Providers must give the CDCR institution's health care managers (HCM), chief executive officer (CEO), chief medical officers (CMO), and chief physician/surgeon (CPS) or designee a full, dictated or written formal discharge summary within three days of the discharge of a patient in all cases. The discharge summary or transfer summary must include the staff physician's recommendations for continuance of care for the patient, noting medications, treatment and diet orders, along with instructions to the patient. The discharge summary or transfer summary must precede or accompany the patient's discharge and shall include the following essential information:

- 1 diagnosis
- 2 medications
- 3 treatments
- 4 dietary requirements
- 5 rehabilitation potential
- 6 known allergies

The treatment plan must be signed by a physician in all cases. In the event that lab or other test results are pending, providers must provide an updated report within 24 hours of receipt of such lab or test results.

#### THIS UPDATE APPLIES TO:

- Physicians
- Hospitals
- Ancillary Providers

#### LINE OF BUSINESS:

- Prison Health Care Provider Network

#### PROVIDER SERVICES

prisonnetworksupport@healthnet.com  
1-877-899-0561  
www.healthnet.com

#### PROVIDER COMMUNICATIONS

provider.communications@  
healthnet.com  
fax 1-800-937-6086

---

### **Telemedicine Provider Requirement**

Providers agree to submit required dictated consultation reports to the institution within three business days. The dictated consultation reports must be submitted electronically in a PDF (preferred), JPEG or TIFF format.

Telemedicine providers must utilize MedWeb, or its successor, to submit dictated consultation reports. Submitted dictated consultation reports must be final reports reviewed and approved by the licensed provider. Submitted dictated consultation reports must include the following:

- 1 The provider's medical specialty.
- 2 Full CCHCS patient-inmate identification, including CDCR number and birth date, or the Department of Juvenile Justice (DJJ) youth identification, including CDCR number and birth date.
- 3 Dictated consultation reports must be signed by the provider, either by hand or electronically. Services provided are considered incomplete until this report is completed.

### **ADDITIONAL INFORMATION**

If you have questions regarding the information contained in this update, contact the PHCPN Provider Services Center by email at [prisonnetworksupport@healthnet.com](mailto:prisonnetworksupport@healthnet.com) within 60 days or by telephone at 1-877-899-0561.