



# Transitional Care Services: Program Description

This program focuses on members who are transitioning across various settings, such as discharges from hospitals, institutions, other acute care facilities, and skilled nursing facilities (SNFs) to home- or community-based settings, post-acute care facilities, or long-term care (LTC) settings, community supports, and across benefit structures (i.e. exhausting residential treatment service benefits for substance use disorder or transitioning from curative care to hospice care). These members are vulnerable to loss of information across the care continuum and receiving fragmented care. In addition, these members may have difficulty navigating the health care system or may need support executing their intended transition plan.

Typical interventions provided include, but are not limited to:

- Review of discharge summary/plan
- Identification of ongoing care team roles and members
- Coordination of outpatient services (i.e. appointments, medication reconciliation, referrals, transportation, food banks, community supports, etc.)
- Ensuring necessary prior authorizations are in place (i.e. home health, medical supplies, durable medical equipment [DME], etc.)
- Coordination with hospitals and/or discharge planners to support discharge plans and members to ensure no care delays
- Ensuring members with substance use disorders (SUDs) and/or mental health needs receive treatment prior to discharge
- Closed-loop referrals to ensure no gaps in care
- Assisting in access to programs such as Long Term Support Services (LTSS), Women, Infants, and Children (WIC) Program, In Home Support Services (IHSS), or other social supports
- Ensuring collaboration, communication, and coordination with members and their families/support persons/guardians, hospitals, emergency departments (EDs), LTSS, physicians (including the member's PCP), nurses, social workers, discharge planners, service providers, and county/community agencies to facilitate safe and successful transitions while reducing duplication of efforts
- Motivational interviewing to build on resiliencies
- Emotional support and active listening

