

PATIENT CARE PROGRAM NOTICE

Program Notice #: PCPN4

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Joe May, Patient Care Program Administrator



Title: **Billing for services after clients are incarcerated or deceased**

The following information is being disseminated to ensure providers are not entering services for clients who are incarcerated or deceased. Often when clients are lost to the system, case managers make every effort to locate the client with phone calls, letters, etc. During this process a case manager or eligibility specialist may enter a service under medical case management or non medical case management along with a case note explaining what they did to render the service. Please note the following changes and implement immediately.

- Attempts to locate a client who is subsequently found to be deceased as well as the review and closure of the client chart **must not** be entered as a service under the service tab in CAREWare. Document these efforts only in case notes.
- Clients incarcerated in prison are not eligible for services until they are discharged from the facility. If it is determined that the client was in prison when a case manager or eligibility specialist attempted to locate the client, **do not** enter as a service under the service tab in CAREWare.
- All services entered into CAREWare in an attempt to locate a client must be deleted after the fact if it is determined a client has been deceased or incarcerated. Services must stop as of the date of death or incarceration. Case notes and other notes explaining actions taken by a case manager **should** remain, but not as a service under CAREWare service tab.