

Administrative Workflows



Quick Links:

- [Beginning & Ending Your Shift](#)
- [Landmark First Administrative Scope](#)
- [Genesys Status Tracking](#)
- [Requests for Landmark Information](#)
- [Compliance Guidelines](#)
- [Address & Contacts Updates](#)
- [Appointment Confirmations](#)
- [Appointment Cancellations & Rescheduling](#)
- [Appointment Acuity & Intensity Conditions](#)
- [Appointment Details & Adjustments by Type](#)
- [Appointment Administration in Ubiquity](#)
- [Completing a TCPA Acknowledgement](#)
- [Call Documentation, Emails, & Tasking](#)
- [Documentation & Tasking in Ubiquity](#)
- ["Ubiquity Down" Call Completion](#)
- [Transition Program Patients](#)

Training Tip:

LM1 PCCs can **NOT** schedule new appointments for patients.

Training Tip:

LM1 Clinical staff may be required to complete administrative work if there are no PCCs currently available.

Training Tip:

Calculate the **LOCAL TIME** of a Market prior to contacting Landmark / Optum employees in that region.

Beginning & Ending Your Shift

Logging Into Applications

There are several applications you will need to open prior to handling calls. Remain logged into these applications until the end of your shift. See below for details:

Login Checklist



Ubiquity
**Requires VPN Connection*



Microsoft Outlook



Humanity



Microsoft Teams



NENA (EPIC) 911 Database



Genesys Cloud

Post-Login Checklist

- ✓ Login to the IEX Web Station:
<https://wfmshared.optum.com/wfm/webstation/home>
- ✓ Review any emailed announcements / news in Outlook.
- ✓ Use your Teams chat to say “Hello” to your co-workers.
- ✓ Set yourself as “On Queue” in Genesys to start taking calls.
- ✓ Inform your team when you are going to lunch and on break using Microsoft Teams

During Your Shift:

- ✓ Set your meal and breaks statuses in Genesys and the IEX Web Station.

Ending Your Shift

- ✓ Report your time using Global Self Service (GSS)
- ✓ Log Out of Genesys
- ✓ Finalize any open notes in Ubiquity
- ✓ Check and respond to any emails
- ✓ Say goodbye to your peers in Teams chat



Landmark First Administrative Scope

Background:

Landmark First is always the first point of contact for incoming calls. Callers are often attempting to reach the local market offices, but it is our job to resolve their request remotely, if possible. If a request falls outside the scope of Landmark First, we will collaborate with local office staff as needed.

Compliance & Legal Considerations:

- Adhere to any and all compliance guidelines of the organization as well as state and federal laws when assisting our callers.

General Administration:

- Provide general Landmark Health service information.
- Update the patient's visiting address upon request.
- Update the patient's or caregiver's phone number or other contact information.
- Obtain verbal authorization for new authorized contacts.
- Record and document messages for providers & other staff members.
- Accurately document caller interactions according to approved templates.
- Create and send tasks to market staff members as needed.

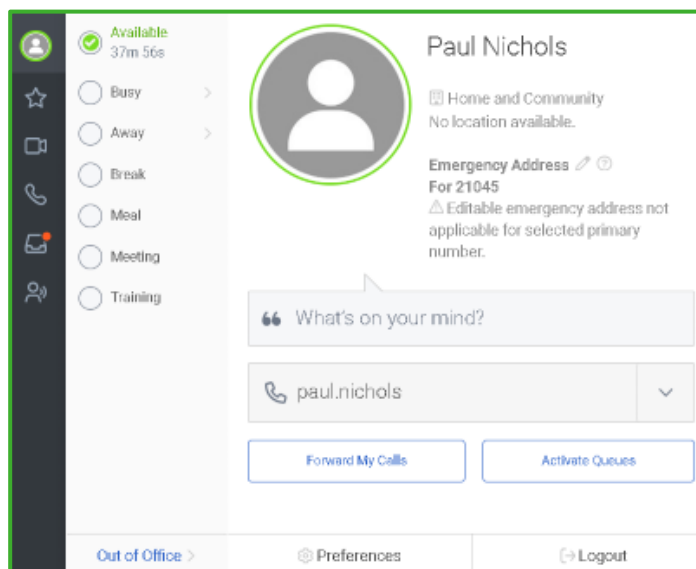
Appointment Administration:

- Confirm appointments.
 - Complete the required Covid-19 screening.
- Provide patients and caregivers with the correct appointment start windows.
- Cancel & reschedule the following visits:
 - Initial Visit (IV) & Initial Visit 2 (IV2)
 - Maintenance Visits
 - Palliative Prognosis Visits
 - Telemedicine Visits for IV2, Maintenance, and Palliative Prognosis Visits
- Complete TCPA agreements as needed.
- Assigning appointment cancellation and rescheduling tasks to market staff.



Genesys Status Tracking

Throughout your workday, you will need to indicate your current activity using the status options available in Genesys:



| Status | When to Use | Recommended Time Limit |
|----------------|--|--|
| On Queue | Used to take all incoming calls | Whenever you are working your shift and ready to take calls |
| Not Responding | Automatically assigned if you fail to answer an incoming call or message | Make yourself available for interactions as soon as possible |
| Available | Status to take Internal Calls Only | Do not use |
| Meal | Only to be used for lunch breaks. | 30 minutes for a standard shift |
| Away | For bathroom breaks and misc. | Notify Supervisor |
| Breaks | Only to be used for scheduled breaks | 15 minutes |
| Meeting | Only to be used for meetings. | Length of meeting |
| Training | Used during scheduled trainings | Length of training |
| Busy | Use sub-statuses only | (see the sub-status table) |

Attention – Going Off-Queue

If “On Queue” selecting any other status will automatically take you “Off Queue”

Sub-Statuses:

In addition to the main statuses listed above, there are “sub-statuses” that pertain to documentation and LM1-specific activities:

| Status | Sub-Status | When to Use | Recommended Time Limit |
|--------|----------------------------|--|---|
| Busy | Answering Service | While reviewing / responding to an answering service message | While reviewing / responding |
| Busy | Busy | Do not use | (None) |
| Busy | Callback | While locating a patient in UB for a callback | -1 Minute |
| Busy | Documenting | Documenting Ubiquity + Email on patient's behalf | 5 Minutes <i>(Training / Onboarding)</i> |
| | | | Set by Supervisor or Manager |
| Busy | Triage | When a triage request is received by a clinician | Determined by Clinical Leadership Teams <i>(clinical only)</i> |
| Busy | Urgent Visit Documentation | When a clinician documents an urgent visit | Determined by Clinical Leadership Teams <i>(clinical only)</i> |
| Busy | Urgent Visit Oversight | When a clinician provides oversight to an urgent visit | Determined by Clinical Leadership Teams <i>(clinical only)</i> |
| Away | Away | Do not use | (none) |
| Away | Personal | Bathroom breaks (example) | -10 minutes |
| Away | System Down | When there is a network issue or applications not responding | Notify Supervisor |

Attention – Exceeding Time Limits

If your ACW exceeds the recommended time limits, please notify your Supervisor immediately.

Documentation & Idle Time:

The following conditions may apply to after-call documentation:.

- Unless otherwise instructed, use the **Busy / Documenting** status in Genesys while completing after-call documentation workflows.

If call volume is low, you may be instructed to go **On-Queue** while completing after-call documentation. This is referred to as “Idle Time” and is initiated at the discretion of a Supervisor.

- Idle time is implemented to keep the call “Abandon” statistic low and allows us to best assist our patients.
- If you receive a call while documenting during Idle Time, save your current work and answer the call in Genesys. Live calls will take priority over after-call documentation until the call is ended.

Personal Time:

The following conditions apply to Personal Time applied during your shift.

- Personal Time should not be used daily.
- Personal Time should not exceed 10 minutes.
- Notify a Supervisor via Teams chat whenever you need personal time before leaving your desk.
- Personal time should not be used as an extra break.
- Personal time requests may be denied during high call volume periods or when short-staffed.
 - Please use breaks and lunchtime wisely.

Supervisors will monitor an employee's use of personal time and ensure everyone is held accountable to the same standard.



Completing Call Wrap-Up:

After each call, you must complete a Wrap-Up Code to provide a brief record of the call type that was handled. The full list of Wrap-Up Codes will become available in Genesys automatically after a call ends:

Available Dispositions:

Please match your Wrap-Up Code to the type of call that was handled:

- LM1 – 911 Activated
- LM1 – Call Disconnected
- LM1 – Cancel Appt
- LM1 – Clinically Managed
- LM1 – Confirm Appt
- LM1 – ER Advised
- LM1 – In-Person UV Dispatched (Clinicians Only)
- LM1 – Market Request
- LM1 – No Answer
- LM1 – Non-Patient Related
- LM1 - Outreach
- LM1 - PCC - Urgent Clinical Transfer (Buzz)
- LM1 – Reschedule Appt
- LM1 – Return Call
- LM1 – Transfer to LM1 Clinician
- LM1 – Transfer to Market Clinician
- LM1 - Voicemail
- LM1 – Wrong Number

After Call Work 0:57

Find wrap-up code

- LM1 - 911 Activated
- LM1 - Call Disconnected
- LM1 - Cancel Appt
- LM1 - Clinically Managed
- LM1 - Confirm Appt
- LM1 - ER Advised
- LM1 - In-Person UV Dispatched
- LM1 - Market Request
- LM1 - No Answer
- LM1 - Non-Patient Related
- LM1 - Outreach
- LM1 - PCC - Urgent Clinical Transfer (Buzz)
- LM1 - Reschedule Appt
- LM1 - Return Call
- LM1 - Transfer to LM1 Clinician
- LM1 - Transfer to Market Clinician
- LM1 - Voicemail
- LM1 - Wrong Number

Wrap-up code is required
Select wrap-up code

Done

Requests for Landmark Information

Example - Calls Received from Non-Enrolled, Non-Engaged, Patients

- ✓ “Hello. I received a letter from Landmark about getting some home care. Is this Landmark?”
- ✓ “I’m not quite sure what Landmark is. Is it a medical service?”
- ✓ “I already have insurance, why do I need Landmark?”
- ✓ “Are you a home-help aid agency?”
- ✓ “How do I get signed up for Landmark?”

What is Landmark?

As our company continues to grow, we should expect to receive more calls similar to those described above. The Landmark’s Outreach team is responsible for acclimating new patients to our services; HOWEVER, you are encouraged to provide the following information when a caller asks about us for the first time:

- Landmark provides home health care solutions for patients with qualifying chronic conditions.
- Prospective patients should check their eligibility for Landmark services by contacting their health plan.
 - A health plan phone number can usually be found on the back of the prospective patient’s insurance card.
- If the prospective patient qualifies for service, their health plan will contact Landmark’s Outreach Team.
 - The Central Outreach Team will then attempt to set up an Initial Visit at the patient’s home.
- While the prospective patient contacts their health plan, an email will be sent from Landmark First to the Local Outreach Team to advise them of the request.
- Prospective patients should be on the lookout for phone calls from Landmark or Optum Home Health as follow-up.
- If we are unable to provide services, we may be able to refer the patient to community resources in their area.

Attention – Non-Enrolled / Non-Engaged Patient Charts

Blank charts may exist in Ubiquity for Non-Enrolled / Non-Engaged patients. Please attempt to locate such a chart if contacted by a prospective patient.

Compliance Guidelines

It is the responsibility of **EVERY** employee to ensure the secure disclosure of confidential Protected Health Information (PHI).

Authorized Callers:

Authorized Callers are legal representatives who may receive information on the patient's behalf.

Identification:

Authorized callers may be identified using one of the following:

- ✓ Contacts listed in chart Alerts in Ubiquity's Clinical Summary section.
- ✓ Contacts listed in Ubiquity's Demographics section.
- ✓ Contacts listed in consent forms uploaded to Ubiquity.
- ✓ Power of Attorney listed in legal documents uploaded to Ubiquity.
- ✓ Contacts that the patient verbally approves by phone.

Unauthorized Callers:

Unauthorized Callers are individuals who have not been given the legal authority or permission to receive information on a patient's behalf.

Verification

A contact is considered unauthorized if:

- ⊗ Contact does **NOT** appear in any chart alerts in Ubiquity.
- ⊗ Contact is **NOT** listed in the chart's Demographics section in Ubiquity.
- ⊗ Contact does **NOT** appear in any uploaded consent forms in Ubiquity.
- ⊗ The caller does **NOT** have any legal standing to act on the patient's behalf.
- ⊗ The patient did **NOT** provide verbal authorization for the contact.

Although these individuals are not privy to receive PHI, they can request medical assistance for a patient or provide patient health updates.

- Therefore, the Call Transfer Flow Process is **NOT** altered when we are contacted by an Unauthorized Caller.

We **CANNOT** deny clinical care to our patients.

| Example – Authorized Callers | Example – Unauthorized Callers |
|--|--|
| <ul style="list-style-type: none"> ✓ Friends, family members, or neighbors who appear as contacts in the patient's chart. ✓ The patient's Power of Attorney (POA). ✓ Verbally authorized callers. | <ul style="list-style-type: none"> ⊗ Assisted living facility staff. ⊗ Pharmacists or medication shipping centers. ⊗ Employees of a home help or disability services agency |

What is PHI:

Note sure what information is protected by HIPAA? The categories of information below should be shared with Authorized Callers ONLY.

- Name
- Addresses
- Dates (*appointments, enrollment, etc.*)
- Patient or Contact Phone Numbers
- Patient's Fax Number
- Patient's Email addresses
- Social Security Number
- Medical Record Number (Including Landmark Patient ID and Optum ID)
- Health Plan Beneficiary Number
- Account Number
- Certificate or License Number
- Any Other Unique Identifying Characteristic

Attention – Unauthorized Caller Communication

Providing any Protected Health Information (PHI) to these callers is considered a HIPAA violation, and an auto-failed scorecard for PCCs.

Caller Authorization in Ubiquity:

Check the following sections of Ubiquity to confirm a caller's authorization status. If not found in these sections, the caller is considered unauthorized.

- The “Alerts” section of the patient's chart:

The screenshot shows the patient chart for JBJJ ADAASH (2092450), 68 yrs, (2/12/1956), Female, (555) 001-5155. The patient is UHC M&R 700070707, Eligible, and Cleveland. The left sidebar shows the Clinical Summary, Demographics, Operational Summary, and Note sections. The main content area displays an alert: "Alert: Patient appointments scheduled with nephew, Ed – (518) 333-4141".

- The “Demographics” section of the patient's chart in a note placed with a contact phone number or listed under “Contacts”.

The screenshot shows the patient chart for JBJJ ADAASH (2092450), 68 yrs, (2/12/1956), Female, (555) 001-5155. The patient is UHC M&R 700070707, Eligible, and Cleveland. The left sidebar shows the Clinical Summary, Demographics, Operational Summary, and Note sections. The main content area displays the Demographics section, which includes a table of Phone Numbers and a table of Contacts.

| Phone Number | Phone Type | Received Consent to Text Message | Phone Status | Notes |
|----------------|------------|----------------------------------|--------------|-------|
| (555) 001-5155 | Home | | Reachable | |

| Name | Relationship | Phone Number (Home/Mobile) | Phone Number (Work/Other) | Landmark Patient | Lives in Household | Out of State | Prima Health |
|---------------|--------------|----------------------------|---------------------------|------------------|--------------------|--------------|--------------|
| Ed Hutchenson | Nephew | (666) 662-1136 | | No | No | No | No |
| Roth Halstead | Nephew | (444) 444-2414 | | No | No | No | No |

- In uploaded legal / consent forms in the “Documents” section of a patient's chart.

The screenshot shows the patient chart for JBJJ ADAASH (2092450), 68 yrs, (2/12/1956), Female, (555) 001-5155. The patient is UHC M&R 700070707, Eligible, and Cleveland. The left sidebar shows the Clinical Summary, Demographics, Operational Summary, and Note sections. The main content area displays the Documents section, which includes a list of folders: Advance Directive, Living Will, Durable Power of Attorney, Health Care Proxy, and Do Not Resuscitate Order. The folder "Durable Power of Attorney" is highlighted with a yellow box.

Address & Contacts Updates

A patient's Visiting Address or authorized contact listings may be updated if requested by a patient or authorized caller.

- If any aspect of the patient's chart is updated, please note any changes made in the "Action Taken" section of your Ubiquity note for documentation purposes.

Visiting Address Updates:

1. Navigate to the "Demographics" section of the patient's chart:
 - Locate the "Visiting Address".
 - Click the edit icon beside the "Address" label to update it.

The screenshot shows a patient chart for JBJJ ADAASH (2092450), 68 yrs, (2/12/1956), Female, (555) 001-5155. The 'Demographics' section is expanded, and the 'Contact Information' tab is selected. Under 'Address', there are three entries: Home, Mailing, and Visit. Each entry has a corresponding address and a 'Geographical Note' field. A yellow mouse cursor is pointing at the edit icon (a small square with a pencil) next to the 'Address' label.

2. Update the necessary fields in the pop-up and click "Save & Close" when done:
 - Ask the caller if there are any special instructions for finding / entering the home and enter the information into the "Geographical Notes" field.

The screenshot shows a 'Visit' pop-up form. It has a 'Search' field with a dropdown menu showing 'Ex: 132 My Street, Kingston, New York'. Below this are fields for 'Street 1', 'Street 2 (Enter Apt./Suite/Unit number in this field)', 'City', 'State', 'Zip Code', and 'Residence Type'. There is also an 'End Date' field with a calendar icon. At the bottom, there is a 'Geographical Notes' field with the text 'Mobile Home, 1 cat'. A yellow mouse cursor is pointing at the 'Save & Close' button.

3. During your after-call documentation, add an "Action Required" segment with instructions directing a market CC to review the patient's upcoming appointments and identify any conflicts with the new visiting address.

Contacts Updates:

1. Navigate to the “Demographics” section of Ubiquity and locate the patient’s authorized contact listings:
 - Click the edit icon to the right of the “Contacts” label.

Mobile Home, 1 cat

Mobile Home, 1 cat

Phone Numbers

| Phone Number | Phone Type | Received Consent to Text Message | Phone Status | Notes | Primary |
|----------------|------------|----------------------------------|--------------|-------|---------|
| (555) 001-5155 | Home | | Reachable | | Yes |

Contacts

| Name | Relationship | Phone Number (Home/Mobile) | Phone Number (Work/Other) | Landmark Patient | Lives in Household | Out of State | Primary Contact for Health-Related Issues | Currently Active |
|---------------|--------------|----------------------------|---------------------------|------------------|--------------------|--------------|---|------------------|
| Ed Hutchenson | Nephew | (666) 662-1136 | | No | No | No | No | Yes |

2. Update the necessary fields in the pop-up as needed:
 - If adding a new contact, fill in the necessary fields and click “Add”.

Add Contacts

Related Patient

Search Related Patient

First Name *

Middle Name

Last Name *

Relationship *

Phone Number 1 *

Phone Number 2

Email

Type *

☐ Primary Contact for Health-Related Issues

☐ Contact is a Landmark Patient

☐ Contact Lives with Patient

☐ Contact Lives in Another State

☒ Currently Active with patient

Add Cancel

- If updating an existing contact, click the edit icon beside the contact listing.

| Name | Relationship | Phone Numb | Type | Primary Cont. Health-Relate | Landmark Pat | Lives with Pat | Lives in Another State | Currently Act with Patient | |
|---------------|--------------|----------------|-------------------|-----------------------------|--------------|----------------|------------------------|----------------------------|--|
| Ed Hutchenson | Nephew | (666) 662-1136 | Emergency Contact | No | No | No | No | Yes | |
| Roth Halstead | Nephew | (444) 444-2414 | Emergency Contact | No | No | No | No | Yes | |

Discard Changes Close Save & Close

- The text fields will populate with the contact's information. Make any edits necessary and then click "Update".

- Click "Save & Close" when complete.

| Name | Relationship | Phone Numb | Type | Primary Cont: Health-Relate | Landmark Pat | Lives with Pat | Lives in Another State | Currently Act: with Patient | | |
|---------------|--------------|----------------|-------------------|-----------------------------|--------------|----------------|------------------------|-----------------------------|--|--|
| Ed Hutchenson | Nephew | (666) 662-1136 | Emergency Contact | No | No | No | No | Yes | | |
| Roth Halstead | Nephew | (444) 444-2414 | Emergency Contact | No | No | No | No | Yes | | |

3. Indicate any changes you made to the "Contacts" section in your after-call documentation.

Obtain Patient Authorization.

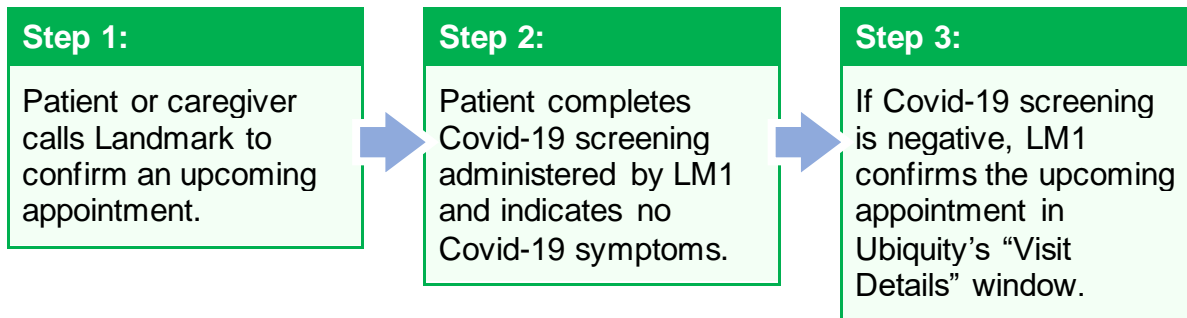
The patient must provide verbal authorization for any personal relation or acquaintance to receive PHI on their behalf if the individual does not appear in the Alerts, Demographics, or Documents sections of the chart.

1. If not already on the phone, politely request to speak with the patient to obtain a verbal contact authorization.
 - If the patient is not available, inform the caller that you cannot provide the requested information at this time and verbal permission must be obtained from the patient or qualifying legal guardian prior to the sharing of any Protected Health Information (PHI).
2. When speaking to the patient, ask them to confirm their first name, last name, date of birth, and full address including city, state, and ZIP code.
3. Once confirmed, obtain verbal permission to speak to the contact on their behalf.
 - If the patient confirms that they are providing an ongoing authorization, add the contact to the chart's "Contacts" section.

Appointment Confirmations

Overview of Step-by-Step Process:

Landmark First may confirm all appointments within **ONE WEEK** of the appointment.



Covid-19 Screening Questions:

Patients must clear a Covid-19 screening prior to appointment confirmation. Please ask the following questions to complete the Covid-19 screening.

1. Do you or anyone in your home have fever/chills, cough/sore throat, shortness of breath beyond what is typical, or new loss of taste or smell?
2. Have you or any other persons in the home been diagnosed with COVID-19 in the last 30 days?

If a patient successfully clears the Covid-19 screening, please proceed with the appointment confirmation.

- Please also provide the patient or caregiver with the appointment Start Time window as listed in Ubiquity.

Positive Covid-19 Screen:

If the patient is experiencing symptoms associated with Covid-19, as indicated by the questions above, do **NOT** confirm the appointment. Instead, create and send a task to the Visiting Provider during your after-call documentation.

- Include an "Action Required" statement in your note for market identification.



Appointment Cancellations & Rescheduling

Appointments Managed by Department:

| LM1 PCCs |
|-----------------------|
| Initial Visit (IV) |
| Initial Visit 2 (IV2) |
| Maintenance Visit |
| Palliative Prognosis |

| LM1 Dispatch |
|--------------|
| Urgent Visit |

| Market CC |
|----------------------------|
| Post-Discharge Visit (PDV) |
| Palliative Co-Visit |

| Visiting "Staff Name" |
|------------------------|
| Initial Visit – BH |
| Maintenance Visit – BH |
| Urgent Visit – BH |
| IDT Visit |
| Telephonic Visit |
| Palliative Management |

Conditions:

LM1 PCCs will cancel / reschedule appointments **ONLY** if:

- ✓ The appointment type is within the LM1 PCC, APC, & Triage RN scope.
- ✓ The rescheduled visit date is four or more (4+) days from the call date.
- ✓ There is no immediate clinical / medical concern.
- ✓ The available appointment coincides with the patient's acuity and intensity.

The appointment type, visiting provider / staff, and duration should **NEVER** be changed.

Example – Valid Appointment Dates::

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|------------------------|------------------------|------------------------|------------------------|------------------------|-----|
| | 1 Date of Call | 2 Do Not Schedule | 3 Do Not Schedule | 4 Do Not Schedule | 5 Check Availability | 6 |
| 7 | 8 Check Availability | 9 Check Availability | 10 Check Availability | 11 Check Availability | 12 Check Availability | 13 |
| 14 | 15 Check Availability | 16 Check Availability | 17 Check Availability | 18 Appointment | 19 Check Availability | 20 |
| 21 | 22 Check Availability | 23 Check Availability | 24 Check Availability | 25 Check Availability | 26 Check Availability | 27 |
| 28 | 29 Check Availability | 30 Check Availability | 31 Check Availability | | | |

Appointment Acuity & Intensity Conditions

Every patient chart includes Acuity and Intensity values:



Acuity:

Acuity indicates the recommended frequency of visits that a patient receives:

- Acuity A and B patients are more clinically complex than Acuity C & D patients.
 - When rescheduling patients, look for available windows within the recommended Acuity-based timeframes.
 - This may require escalation to a market CC if Ubiquity offers no available windows for appointment rescheduling.

| | A | B | C | D |
|-----------------------|--------------------------|---------------------------|-----------------------------|----------------------------|
| Patient Condition | Declining | At Risk of Decline | Stable with Support | Stable |
| Visit Frequency | Once a Month or Less | Every 2-3 Months | Every 3-4 Months | Once a Year |
| Rescheduling Variance | One Week Before or After | Two Weeks Before or After | Three Weeks Before or After | Four Weeks Before or After |

Intensity:

Intensity indicates a patient's willingness to participate in the Landmark program.

- Any accommodations or adjustments to a patient's intensity are detailed in the "Alerts" section of the chart.

| | 1 | 2 | 3 | 4 | Closed |
|------------------|--------------------|-----------------------------|-----------------------------------|-------------------------|-------------------------------|
| Intensity Level | Full Service | Partial Service | Minimum Service | Unreachable for Service | No Service |
| Level of Service | Full Service | To Patient's Specifications | Service Upon Request | No Service | Declined Service |
| Calls & Visits | Standard Frequency | Modified Frequency | Contact Initiated by Patient Only | Unreachable for Calls | No Contact by Patient Request |

Appointment Details & Adjustments by Type

Appointment Quick Select

| | |
|---|---|
| <u>Initial Visit (IV)</u> | <u>IDT Visit</u> |
| <u>Initial Visit 2 (IV2)</u> | <u>Telephonic Visit</u> |
| <u>Initial Visit - BH</u> | <u>Post-Discharge Visit</u> |
| <u>Maintenance Visit</u> | <u>Palliative Prognosis Visit</u> |
| <u>Maintenance Visit - BH</u> | <u>Palliative Co-Visit</u> |
| <u>Urgent Visit</u> | <u>Palliative Management</u> |
| <u>Urgent Visit - BH</u> | <u>Telemedicine Visits</u> |

Details:

| Appointment: | Description: |
|------------------------------|--|
| <i>Initial Visit</i> | Introduction to the program and sign paperwork. |
| <i>Initial Visit 2</i> | Initial Visit follow-up to review medical history / records. |
| <i>Initial Visit BH</i> | Introduction to the Landmark Behavioral Health program. |
| <i>Maintenance Visit</i> | Routine visit based on patient's Acuity & Intensity. |
| <i>Maintenance Visit BH</i> | Routine visit based on patient's BH needs, Acuity & Intensity. |
| <i>Urgent Visit</i> | Same day / next day visit for acute or urgent medical issues. |
| <i>Urgent Visit BH</i> | Same day / next day visit for acute behavioral health issues. |
| <i>IDT Visit</i> | Visits with non-Providers (e.g. Social Workers, CHAs, etc.). |
| <i>Telephonic Visit</i> | Telephonic visit that does not generate standard encounter notes or visit unit values. |
| <i>Post-Discharge Visit</i> | Provider visit within 3 days of medical facility discharge. |
| <i>Palliative Prognosis</i> | First visit and introduction to the Palliative Pathway program. |
| <i>Palliative Co-Visit</i> | Combined Provider and Social Worker visit (75m visit length). |
| <i>Palliative Management</i> | Maintenance visits for patients in the Palliative Pathway. |
| <i>Telemedicine</i> | A remote condition assigned to other appointment types. |

Initial Visit (IV):

Initial Visits are first scheduled by the Central Outreach team but may be cancelled or rescheduled by LM1 PCCs.

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|---|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Completed by LM1 PCCs <ul style="list-style-type: none"> LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. | <ul style="list-style-type: none"> Completed by LM1 PCCs. <ul style="list-style-type: none"> LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Completed by LM1 PCCs <ul style="list-style-type: none"> LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first | <ul style="list-style-type: none"> Completed by LM1 PCCs <ul style="list-style-type: none"> LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> Include “Action Required” in your after-call documentation. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Initial Visit 2 (IV2):

The majority of scheduling requests will be completed by LM1 PCCs.

- Market CCs will manage appointments if LM1 is unable to find available start windows within the patient's Acuity time frame.

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|---|
| <i>Cancellation</i> | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. | <ul style="list-style-type: none"> • Completed by LM1 PCCs. <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> • Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> • Include “Action Required” in your after-call documentation. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> • Check Visit Details in Ubiquity: <ul style="list-style-type: none"> ◦ Provide authorized caller with information requested. ◦ Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> • Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Initial Visit - BH:

Behavioral Health visits are managed by the visiting “Staff Name” listed in Ubiquity.

| Appointments + Details | | | | | | | | | | |
|-------------------------------------|--------------------|----------------|------------------------|-----------|------------------------|-----------|-------------------|-------------------|--------------|--------------|
| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On |
| 6/21/2024 | 1:05 PM To 1:50 PM | 2 Weeks 3 Days | Visiting Provider Here | provider | Maintenance Visit - BH | Scheduled | 6/3/2024 | | | 6/3/2024 |
| | | | | | | | | | | > |

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Maintenance Visit:

Maintenance Visits are primarily adjusted by LM1 PCCs.

- Market CCs will manage appointments if LM1 is unable to find available start windows within the patient's Acuity time frame.

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|---|
| <i>Cancellation</i> | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. | <ul style="list-style-type: none"> • Completed by LM1 PCCs. <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> • Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> • Include “Action Required” in your after-call documentation. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> • Check Visit Details in Ubiquity: <ul style="list-style-type: none"> ◦ Provide authorized caller with information requested. ◦ Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> • Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Maintenance Visit - BH

Behavioral Health visits are managed by the visiting “Staff Name” listed in Ubiquity.

| Appointments + Details | | | | | | | | | | |
|-------------------------------------|--------------------|----------------|------------------------|-----------|------------------------|-----------|-------------------|-------------------|--------------|--------------|
| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On |
| 6/21/2024 | 1:05 PM To 1:50 PM | 2 Weeks 3 Days | Visiting Provider Here | provider | Maintenance Visit - BH | Scheduled | 6/3/2024 | | | 6/3/2024 |
| | | | | | | | | | | > |

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Urgent Visit:

Urgent Visits are managed by LM1 Dispatch: lm1uehandoff@optum.com

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|---|
| <i>Cancellation</i> | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Task the visiting “Staff Name” listed in Ubiquity. | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Task the visiting “Staff Name” listed in Ubiquity. | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Task the visiting “Staff Name” listed in Ubiquity. | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> • Check Visit Details in Ubiquity: <ul style="list-style-type: none"> ○ Provide authorized caller with information requested. ○ Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> • Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> • Notify Supervisor. • Email LM1 Dispatch. • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Urgent Visit – BH:

Behavioral Health visits are managed by the visiting “Staff Name” listed in Ubiquity.

| Appointments + Details | | | | | | | | | | |
|-------------------------------------|--------------------|----------------|------------------------|-----------|------------------------|-----------|-------------------|-------------------|--------------|--------------|
| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On |
| 6/21/2024 | 1:05 PM To 1:50 PM | 2 Weeks 3 Days | Visiting Provider Here | provider | Maintenance Visit - BH | Scheduled | 6/3/2024 | | | 6/3/2024 |
| | | | | | | | | | | > |

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

IDT Visit:

IDT visits are managed by the visiting “Staff Name” listed in Ubiquity.

| Appointments + Details | | | | | | | | | | |
|-------------------------------------|--------------------|----------------|------------------------|-----------|------------------------|-----------|-------------------|-------------------|--------------|--------------|
| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On |
| 6/21/2024 | 1:05 PM To 1:50 PM | 2 Weeks 3 Days | Visiting Provider Here | provider | Maintenance Visit - BH | Scheduled | 6/3/2024 | | | 6/3/2024 |
| | | | | | | | | | | > |

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Telephonic Visit:

Telephonic visits are managed by the visiting “Staff Name” listed in Ubiquity.

| Appointments + Details | | | | | | | | | | |
|-------------------------------------|--------------------|----------------|------------------------|-----------|------------------------|-----------|-------------------|-------------------|--------------|--------------|
| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On |
| 6/21/2024 | 1:05 PM To 1:50 PM | 2 Weeks 3 Days | Visiting Provider Here | provider | Maintenance Visit - BH | Scheduled | 6/3/2024 | | | 6/3/2024 |
| | | | | | | | | | | > |

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Post Discharge Visit (PDV):

Post-Discharge visits are primarily managed by market Care Coordinators (CCs).

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the CC Transfer Queue for warm transfer | <ul style="list-style-type: none"> Include “Action Required” in your after-call documentation. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> Include “Action Required” in your after-call documentation. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> Include “Action Required” in your after-call documentation. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Palliative Prognosis Visit:

Palliative Prognosis Visits are primarily adjusted by LM1 PCCs.

- Market CCs will manage appointments if LM1 is unable to find available start windows within the patient's Acuity time frame.

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|---|
| <i>Cancellation</i> | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. | <ul style="list-style-type: none"> • Completed by LM1 PCCs. <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first | <ul style="list-style-type: none"> • Completed by LM1 PCCs <ul style="list-style-type: none"> ◦ LM1 Clinicians and Triage RNs will adjust the visit if they receive the call first |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> • Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> • Include “Action Required” in your after-call documentation. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> • Check Visit Details in Ubiquity: <ul style="list-style-type: none"> ◦ Provide authorized caller with information requested. ◦ Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> • Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> • Send the visiting provider / staff a notification in Teams. • Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Palliative Co-Visit:

Palliative Co-Visits are primarily managed by market Care Coordinators (CCs).

| Adjustment: | Business Hours: <i>(8:30 AM – 5:30 PM Local Time)</i> | After Hours <i>(Or Unsuccessful Warm Transfer)</i> |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the CC Transfer Queue for warm transfer | <ul style="list-style-type: none"> Include “Action Required” in your after-call documentation. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> Include “Action Required” in your after-call documentation. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the CC Transfer Queue for warm transfer. | <ul style="list-style-type: none"> Include “Action Required” in your after-call documentation. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Palliative Management Visit:

Palliative Management visits are managed by the visiting “Staff Name” listed in Ubiquity.

| Appointments + Details | | | | | | | | | | |
|-------------------------------------|--------------------|----------------|------------------------|-----------|------------------------|-----------|-------------------|-------------------|--------------|--------------|
| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On |
| 6/21/2024 | 1:05 PM To 1:50 PM | 2 Weeks 3 Days | Visiting Provider Here | provider | Maintenance Visit - BH | Scheduled | 6/3/2024 | | | 6/3/2024 |
| | | | | | | | | | | > |

| Adjustment: | Business Hours: (8:30 AM – 5:30 PM Local Time) | After Hours (Or Unsuccessful Warm Transfer) |
|---|---|--|
| <i>Cancellation</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Reschedule</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Adjustment Within 3 Days of Call</i> | <ul style="list-style-type: none"> Consult the visiting “Staff Name” listed in Ubiquity for warm transfer. | <ul style="list-style-type: none"> Task the visiting “Staff Name” listed in Ubiquity. |
| <i>Same Day Request for Information</i> | <ul style="list-style-type: none"> Check Visit Details in Ubiquity: <ul style="list-style-type: none"> Provide authorized caller with information requested. Consult the visiting provider or staff member for updates as needed. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |
| <i>Same Day Adjustment</i> | <ul style="list-style-type: none"> Consult the visiting provider or staff member to inform them of the adjustment. | <ul style="list-style-type: none"> Send the visiting provider / staff a notification in Teams. Task the visiting provider / staff in Ubiquity. |

ALL CALLS MUST BE DOCUMENTED IN UBIQUITY!

Telemedicine visits are remote variations of other visit types.

- The “Telemedicine” visit variation does not change appointment ownership or adjustment workflows.
 - LM1 PCCs will cancel and reschedule Telemedicine visits that fall within their scope.
 - Same day and -3 day adjustment workflows do not change if a visit is Telemedicine.

Telemedicine visits show no visit address in the “Visit Details” window:

Visit Details

Patient Name

Staff Type
provider

Travel Time
5 Mins

Geographical Note
-

☐ Patient Cancelled ☐ Landmark Cancelled

* Status
Scheduled

☐ Confirmed Confirmation details
-

Note

Visit Type
Maintenance Visit

Staff Name
Renan Consuegra, NP

Duration
25 Mins

Visit Note
-

Date and Time
6/13/2024 01:05 PM To 01:30 PM

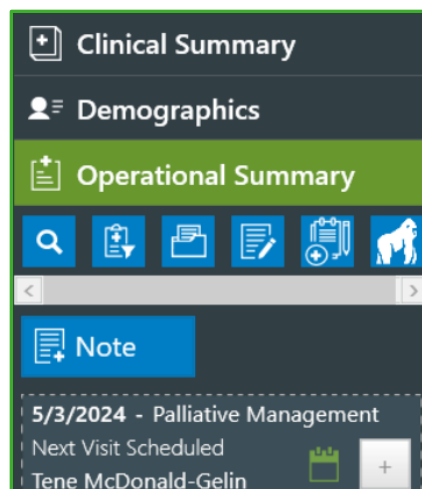
Visit Address
-

Cancel

Reschedule Visit

Cancel Visit

Appointment Administration in Ubiquity



A patient's appointments, as well as their current status, can be viewed from the Appointments table found in the Operational Summary section of the chart.

If the patient has an upcoming appointment, it will be listed below the blue "Note" button.

The Appointments Table Layout:

Appointments

Details

| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On | Visit Details |
|---------------|---------------------|----------|---------------------|-----------|-----------------------|-----------|-------------------|--------------------|--------------------|--------------|---------------|
| 5/3/2024 | 9:00 AM To 1:00 PM | 4 Days | Tene McDonald-Gelin | provider | Palliative Management | Scheduled | 3/11/2024 | MutitaP Honsberger | MutitaP Honsberger | 3/11/2024 | > |
| 4/30/2024 | 9:25 AM To 10:25 AM | 1 Day | Boahen Kwakye | provider | Urgent Visit | Other | 4/29/2024 | Manpreet Kaur | Manpreet Kaur | 4/29/2024 | > |

| Table Column | Description |
|---------------------------|--|
| <i>Date of Visit:</i> | The date of the visit. |
| <i>Start Time:</i> | A 1-5 hour arrival window of the visiting provider. |
| <i>Duration:</i> | The time remaining between now and the appointment. |
| <i>Staff Name:</i> | The name of the visiting provider. |
| <i>User Role:</i> | The visiting provider's title / occupation. |
| <i>Visit Type</i> | The type and reason for the visit. |
| <i>Status</i> | The appointment's current scheduling status. |
| <i>Status Updated On:</i> | When the appointment details or status were last updated. |
| <i>Status Updated By:</i> | Who updated the appointment details or status last? |
| <i>Scheduled By:</i> | Who initially scheduled the appointment with the patient? |
| <i>Scheduled On:</i> | On what day was the appointment entered into Ubiquity? |
| <i>Visit Details:</i> | Click to open a pop-up including specific appointment details. |

Confirm Appointments:

If a patient has a negative Covid-19 screening result, proceed to the Operational Summary section of their chart to confirm their appointment:

1. Select the button under the “Visit Details” section of the table to open a new pop-up window to display detailed appointment information and modification options:

| Appointments | | | | | | | | | | | Details |
|---------------|----------------------|----------|----------------|---------------|-------------------|-------------------------------------|-------------------|-------------------|-----------------|--------------|---------------|
| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On | Visit Details |
| 7/14/2023 | 9:00 AM To 12:30 PM | | Mona El-Sherif | provider | Maintenance Visit | Scheduled | 5/19/2023 | Mona El-Sherif | Mona El-Sherif | 5/19/2023 | > |
| 5/19/2023 | 11:35 AM To 12:05 PM | | Mona El-Sherif | provider | Maintenance Visit | Completed | 5/19/2023 | Mona El-Sherif | Yuvitza Leal | 5/19/2023 | > |
| 5/19/2023 | 11:33 AM To 12:23 PM | | Mona El-Sherif | provider | Maintenance Visit | Moved patient to optimize schedule | 5/17/2023 | Odell Slaughter | Mona El-Sherif | 4/24/2023 | > |
| 5/18/2023 | 2:10 PM To 2:35 PM | | Mona El-Sherif | provider | Maintenance Visit | Patient not available at home visit | 5/19/2023 | Mona El-Sherif | Odell Slaughter | 5/17/2023 | > |
| 4/28/2023 | 10:30 AM To 10:40 AM | | Alicia Hansome | social worker | Telephonic | Completed | 4/28/2023 | Alicia Hansome | Alicia Hansome | 4/24/2023 | > |

2. Check the “Confirm” option in the Visit Details window:

Visit Details

Patient Name

xxxxx xxxxx (2385128)

Staff Type

provider

Travel Time

-

Geographical Note

-

* Status

Scheduled

☒ Confirmed

Visit Type

Telephonic

Staff Name

Mona El-Sherif

Duration

20 Mins

Visit Note

Date and Time

7/14/2023 09:00 AM To 12:30 PM

Visit Address

-

Confirmation details

Paul Nichols, 04/30/2024 09:31 AM EST

Note

Cancel


Reschedule Visit

Cancel Visit

Complete Visit

3. There is no save option for this function. Simply close the window once the “Confirm” option is checked. If successfully confirmed, a new icon will appear beside the visit date:

Date of Visit

 7/14/2023

Appointment Cancellations:

If a patient requests to cancel an appointment:

1. Select the button under the “Visit Details” section of the table to open a new pop-up window to display detailed appointment information and modification options:

| Date of Visit | Start Time | Duration | Staff Name | User Role | Visit Type | Status | Status Updated On | Status Updated By | Scheduled By | Scheduled On | Visit Details |
|---------------|----------------------|----------|----------------|---------------|-------------------|-------------------------------------|-------------------|-------------------|-----------------|--------------|---------------|
| 7/14/2023 | 9:00 AM To 12:30 PM | | Mona El-Sherif | provider | Maintenance Visit | Scheduled | 5/19/2023 | Mona El-Sherif | Mona El-Sherif | 5/19/2023 | > |
| 5/19/2023 | 11:35 AM To 12:05 PM | | Mona El-Sherif | provider | Maintenance Visit | Completed | 5/19/2023 | Mona El-Sherif | Yuvitza Leal | 5/19/2023 | > |
| 5/19/2023 | 11:33 AM To 12:23 PM | | Mona El-Sherif | provider | Maintenance Visit | Moved patient to optimize schedule | 5/17/2023 | Odell Slaughter | Mona El-Sherif | 4/24/2023 | > |
| 5/18/2023 | 2:10 PM To 2:35 PM | | Mona El-Sherif | provider | Maintenance Visit | Patient not available at home visit | 5/19/2023 | Mona El-Sherif | Odell Slaughter | 5/17/2023 | > |
| 4/28/2023 | 10:30 AM To 10:40 AM | | Alicia Hansome | social worker | Telephonic | Completed | 4/28/2023 | Alicia Hansome | Alicia Hansome | 4/24/2023 | > |

2. Check the “Patient Cancelled” option:

Visit Details

Patient Name

xxxx xxxx (2081579)

Staff Type

provider

Travel Time

31 Mins

Geographical Note

-

Visit Type

Maintenance Visit

Staff Name

Jennifer Cross, NP

Duration

50 Mins

Visit Note

-

Date and Time

9/7/2023 01:00 PM To 05:00 PM

Visit Address

3124 xxxxxx xxxx, xxxxxx, xx, 43065

☒ Patient Cancelled
 ☐ Landmark Cancelled

* Status

--Select--

Confirmed

Confirmation details

Cancel

Reschedule Visit

Cancel Visit

3. You will be required to select a reason for cancellation from the “Status” drop-down list and enter a brief note to indicate why the appointment was cancelled.

Visit Details

| | | |
|-------------------|--------------------|-------------------------------------|
| Staff type | Staff Name | Date and Time |
| provider | Jennifer Cross, NP | 9/7/2023 01:00 PM To 05:00 PM |
| Travel Time | Duration | Visit Address |
| 31 Mins | 50 Mins | 3124 xxxxxx xxxx, xxxxxx, xx, 43065 |
| Geographical Note | Visit Note | |
| - | - | |

☒ Patient Cancelled ☐ Landmark Cancelled

* Status

Patient not home at time of visit ▼

☐ Confirmed Confirmation details

-

Note

Patient will be visiting family that day.

Cancel Reschedule Visit Cancel Visit

4. When finished, click “Cancel Visit”:

Visit Details

| | | |
|-------------------|--------------------|-------------------------------------|
| Staff type | Staff Name | Date and Time |
| provider | Jennifer Cross, NP | 9/7/2023 01:00 PM To 05:00 PM |
| Travel Time | Duration | Visit Address |
| 31 Mins | 50 Mins | 3124 xxxxxx xxxx, xxxxxx, xx, 43065 |
| Geographical Note | Visit Note | |
| - | - | |

☒ Patient Cancelled ☐ Landmark Cancelled

* Status

Patient not home at time of visit ▼

☐ Confirmed Confirmation details

-

Note

Patient will be visiting family that day.

Cancel Reschedule Visit **Cancel Visit**

Appointment Reschedule:

1. Follow the procedure for cancelling an appointment for the patient; however, click “Reschedule Visit” instead of cancelling it:

The 'Visit Details' window displays the following information:

| Staff type | Staff Name | Date and Time |
|-------------------|--------------------|-------------------------------------|
| provider | Jennifer Cross, NP | 9/7/2023 01:00 PM To 05:00 PM |
| Travel Time | Duration | Visit Address |
| 31 Mins | 50 Mins | 3124 xxxxxx xxxx, xxxxxx, xx, 43065 |
| Geographical Note | Visit Note | |
| - | - | |

Below the table, there are checkboxes for 'Patient Cancelled' (checked) and 'Landmark Cancelled' (unchecked). A 'Status' dropdown menu is set to 'Patient not home at time of visit'. There is a 'Confirmed' checkbox and a 'Confirmation details' field. A 'Note' field contains the text 'Patient will be visiting family that day.' At the bottom right, the 'Reschedule Visit' button is highlighted with a yellow box.

2. A second pop-up will appear to allow you to search alternative dates for the appointment. Navigate to the “Date” field and click the calendar icon to select an alternative appointment date:

The 'Visit Scheduler' window displays the following information:

| Visit Type | Staff | Date |
|-------------------|----------------|----------|
| Maintenance Visit | Jennifer Cross | 5/8/2024 |

Below the table, there is a 'Duration' dropdown set to '50 Mins' and a 'Visit Address' field containing 'Visit (0202 xxxxxx xxxx, xxxxxx, xx, 22235)'. At the bottom right, the 'Search' button is highlighted with a yellow box.

3. With a new date selected, click “Search”:

The 'Visit Scheduler' window displays the same information as the previous screenshot, but the 'Search' button at the bottom right is highlighted with a yellow box.

4. Offer the available appointment slots to the patient. If the patient selects one, click on the “Select Window” option:
 - Ubiquity may display the original appointment date as an option, but do not offer this to the caller as one of the alternatives.
 - Do **NOT** select any appointments that offer a “Select Time” option as this uses Ubiquity’s Precision Time function to schedule and may create conflicts in the provider’s calendar.

Visit Scheduler

Visit Type: Maintenance Visit | Staff: Claretta Green, provider | Date: 5/15/2024

Duration: 60 Mins | Visit Address: Visit (0202 xxxxxx xxxx, xxxxxx, xx, 22235)

Precision Time | Clear | Search

Appointment Window

| | | |
|---|---|--|
| Monday, 5/20/2024 9:00 AM - 1:00 PM Additional Travel Time: 43 min Select Window | Monday, 5/13/2024 1:00 PM - 5:00 PM Additional Travel Time: 25 min Select Time | Tuesday, 5/21/2024 1:00 PM - 5:00 PM Additional Travel Time: 43 min Select Window |
|---|---|--|

Cancel | Schedule Now

5. Click “Schedule Now” to complete the appointment reschedule:

Visit Scheduler

Visit Type: Maintenance Visit | Staff: Claretta Green, provider | Date: 5/15/2024

Duration: 60 Mins | Visit Address: Visit (0202 xxxxxx xxxx, xxxxxx, xx, 22235)

Precision Time | Clear | Search

Appointment Window

| | |
|---|---|
| Monday, 5/20/2024 9:00 AM - 1:00 PM Additional Travel Time: 43 min Select Window | Monday, 5/13/2024 1:00 PM - 5:00 PM Additional Travel Time: 25 min Select Window |
|---|---|

Cancel | **Schedule Now**

Completing a TCPA Acknowledgement

The Telephone Consumer Protection Act (TCPA) requires businesses to obtain customer consent before leaving artificial or pre-recorded voice calls on phones:

- With this law, Landmark must obtain a member's consent to receive automated calls such as appointment reminders.
- Collecting TCPA consent is the law and must be correctly obtained.
- You can only collect TCPA consent from a member or their Power of Attorney (POA).
 - **DO NOT** collect TCPA consent from a non-member or non-POA contacts listed in the Demographics section of the patient's chart.

When to Obtain TCPA Consent:

- ✓ Only if the TCPA agreement appears in the visit scheduler:
 - If you do not see the talking point on the scheduler tool, this means that TCPA consent was already collected from this member. Proceed with the call as normal without TCPA collection.
 - TCPA collection may be bypassed if the member may be showing blatant agitation or rushing to get off the phone.

The screenshot shows the 'Visit Scheduler' interface. At the top, there are fields for 'Visit Type' (set to 'Maintenance Visit'), 'Staff' (set to 'Myla Thong, provider'), and 'Date' (set to '7/17/2024'). Below these are fields for 'Duration' (set to '60 Mins') and 'Visit Address'. At the bottom right of the scheduler are buttons for 'Precision Time', 'Clear', and 'Search'. A yellow rectangular box highlights the 'TCPA Consent' section. This section contains the text: "We do send important communications and appointment reminders from Landmark through prerecorded calls, is that okay?". To the right of this text are radio buttons for 'Yes' and 'No'. Below the text are fields for 'Last Modified By:' and 'Last Modified Date:', and a 'Save' button. At the bottom right of the entire window is an 'Advanced Appointment Search' button. The window title bar says 'Visit Scheduler' and the bottom status bar says 'Appointment Window'.

Script:

The following script **MUST** be used, word-for-word. Record and save the patient's response when complete:

"We do send important communications and appointment reminders from Landmark through prerecorded calls, is that ok?"

Call Documentation, Emails, & Tasking

After-Call Documentation Standards:

Use the following table as a guide to standard after-call documentation standards.

| Documentation: | Standard: |
|--|--|
| <i>Ubiquity Note</i> | <p>These notes create a “call history” for the patient to be referenced in future communications.</p> <ul style="list-style-type: none"> • Required for EVERY call associated with a patient. • Follow the standard note template for LM1 PCCs. • Use the #LM1PCC Hashkey in the body of the note. |
| <i>Email an LM1 Triage Mailbox</i> | <p>Emails should be sent to a LM1 Triage mailbox if:</p> <ul style="list-style-type: none"> ✓ A patient / caregiver has a non-urgent clinical concern. ✓ Unsuccessful warm transfer to an LM1 Clinician. ✓ The caller can wait up to one hour for a callback. |
| <i>Email LM1 Dispatch</i> | <p>The LM1 Dispatch department should ONLY be contacted if a patient / caregiver requests to cancel an urgent visit.</p> |
| <i>Task Market Staff in Ubiquity</i> | <p>Market staff are assigned Tasks in Ubiquity when:</p> <ul style="list-style-type: none"> • After failed warm transfers to Market staff. • Market follow-up is required after hours. |
| <i>Email the Central Outreach Office</i> | <p>Central Outreach offers an introduction and enrollment assistance to non-engaged patients.</p> <ul style="list-style-type: none"> • Request to reschedule Initial Visits (IV). • If a Non-Engaged patient requests information about Landmark Services or enrollment. |

Attention – After-Call Documentation

The quality of after-call documentation contributes to the quality of care that our patient's receive. All documentation should be clear and on-topic.

The accuracy, format, and quality of documentation is assessed in the PCC Call Audit Scorecard.

Ubiquity Notes:

- A note must be entered into Ubiquity for **EVERY** call related to a Landmark patient or prospective patient regardless of engagement / eligibility status.
- The Approved Documentation template **MUST** be used for each Ubiquity note.

Ubiquity Note Template:

(The #LM1PCC Hashkey can be entered into an open note to apply this template)

Caller's Name:

Caller's Relationship to Patient:

Patient Full Name:

Patient Date of Birth:

Patient Address:

Caller's Authorized Contact Status:

Callback Number:

Did the caller request to cancel an appointment?

If yes, did you offer to reschedule the appointment (if within PCC scope)?

Reason for Call:

Action Taken:

Example – Ubiquity Note for Clinical Concern

Caller's Name: Danny Mason

Caller's Relationship to Patient: Husband

Patient Full Name: Beverly Mason

Patient Date of Birth: 3/13/1961

Patient Address: 68 Center Drive, Porcelain Point, MI 48014

Caller's Authorized Contact Status: Authorized

Callback Number: (917) 974-2212

Did the caller request to cancel an appointment? No

If yes, did you offer to reschedule the appointment (if within PCC scope)? N/A

Reason for Call: Caller reports that patient has been feeling dizzy and lightheaded since this morning

Action Taken: Transferred to LM1 Clinician Cheryl

Example – Ubiquity Note for Administrative Work Completed

Caller's Name: James Clipper

Caller's Relationship to Patient: Self

Patient Full Name: James Clipper

Patient Date of Birth: 12/22/1957

Patient Address: 88 Derby Lane, Lake Dallas, Texas 75065

Caller's Authorized Contact Status: Authorized

Callback Number: (469) 228-7373

Did the caller request to cancel an appointment? MV 9/27

If yes, did you offer to reschedule the appointment (if within PCC scope)? Yes

Reason for Call: Patient reported conflicting appointments and requested MV reschedule

Action Taken: Rescheduled MV for 10/8

Criteria & Considerations:

Please include the following information in your documentation (if applicable):

- ✓ The name of the provider who accepted your call handoff.
- ✓ Include a confirmation of any updates you made to the patient's contact information under the "Action Taken" heading.
- ✓ Indicate if you obtained authorization for a caller, if necessary.
- ✓ The type and date of any appointment with cancellation / reschedule requests.
- ✓ If contacted by an external medical facility, please include the name of that facility beside the caller's name.
- ✓ If a call was disconnected, was a redial attempted? This should be indicated in your "Action Taken" section.
- ✓ The results of a Covid-19 screening taking during appointment confirmations.

Information to Exclude:

Document facts that pertain to a patient's concern, communications, or health. When documenting a call, exclude:

- ⊗ Statements regarding provider availability.
- ⊗ Statements categorizing the patient as rude, moody, or angry.
- ⊗ Failed call transfer attempts.
- ⊗ Any reference to ACES complaints

Proofreading:

After-Call Documentation is subject to review for compliance and call quality assurance.

Documentation accuracy directly contributes to the quality of care that patient's receive.

For this reason, **ALWAYS** proofread any notes, emails, or tasks before finalizing or sending.



Documenting Answering Service Calls:

Answering Service message after-call documentation does not utilize the traditional note template. Instead, the message should be copied to the Ubiquity Note under one of the following headings:

| Documentation: | Follow-Up: |
|--|--|
| Administrative – Complete – (Your First & Last Name) | Administrative request completed by a LM1 PCC with no follow-up action required. |
| Administrative – Sent to Triage – (Your First & Last Name) | Clinical requests forwarded to a Triage Mailbox for LM1 Clinician follow-up. |
| Administrative – Action Required – (Your First & Last Name) | Market follow-up requests such as return calls. |
| Administrative – Central Outreach – (Your First & Last Name) | Initial Visit reschedule requests. |

Example – Answering Service Message Documentation

Admin. Call – Complete – Paul Nichols

From: LM1answeringservice
 To: Answering Service Genesys Skill
 Caller Name: Ron Wheeler
 Patient ID: 9876543
 Callback: (412) 684-1127
 Message: Reschedule visit for 9/15

The format of answering service messages may change depending on the services used to send and receive the email.

Documenting Triage Calls:

In the event an email is sent to an LM1 Triage Mailbox as the result of a call, use the following statement in your documentation:

Ubiquity Note Template Guidelines – Triage Affirmation

Caller's Name:

Caller's Relationship to Patient:

Patient Full Name:

Patient Date of Birth:

Patient Address:

Caller's Authorized Contact Status:

Callback Number:

Did the caller request to cancel an appointment?

If yes, did you offer to reschedule the appointment (if within PCC scope)?

Reason for Call:

Action taken: Caller is agreeable to a call back. Sent an email to LM1 Clinical Triage inbox for a clinician to return patient's call.

Example - Triage Call

Caller's Name: Ricki Doe

Caller's Relationship to Patient: Self

Patient Full Name: Ricki Doe

Patient Date of Birth: 3/25/1963

Patient Address: 1226 Porcelain Road, Rochester, NY 14602

Caller's Authorized Contact Status: Authorized

Callback Number: (518) 481-1776

Did the caller request to cancel an appointment?

If yes, did you offer to reschedule the appointment (if within PCC scope)?

Reason for Call: Patient is experiencing left foot pain and believes it to be gout

Action taken: Pt. agreeable to a call back. Sent an email to LM1 Clinical Triage inbox for a clinician to return Patient's call.

Documenting Escalated Calls:

Use the following documentation methods as follow-up to a verbally abusive call:

Documenting a Verbally Abusive Call

Caller's Name:
Caller's Relationship to Patient:
Patient Full Name:
Patient Date of Birth:
Patient Address:
Caller's Authorized Contact Status:
Callback Number:
Did the caller request to cancel an appointment?
If yes, did you offer to reschedule the appointment (if within PCC scope)?
Reason for Call: Escalated to (Supervisor) (Name)
Action taken: Escalated & Documented

Example – Escalated Call

Caller's Name: Julie Shale
Caller's Relationship to Patient: Caregiver
Patient Full Name: Charlie Shale
Patient Date of Birth: 10/22/1962
Patient Address: 108 Beaker Ave. Apartment 4, Solace CA 95050
Caller's Authorized Contact Status: Unauthorized
Callback Number: (955) 253-4567
Did the caller request to cancel an appointment? No
If yes, did you offer to reschedule the appointment (if within PCC scope)? N/A
Reason for Call: Escalated to Supervisor Kayla
Action Taken: Escalated & Documented

Documenting Transition Program Conversation with Patients:

Use the [Transition Conversation Scripts](#) to assist our Transition Program patients if:

- They are unaware of their change in service.
- No transition conversation was previously documented in their chart.

Include "Transition Conversation Completed" in the "Action Taken" section of your note:

Documenting a Verbally Abusive Call

Caller's Name:

Caller's Relationship to Patient:

Patient Full Name:

Patient Date of Birth:

Patient Address:

Caller's Authorized Contact Status:

Callback Number:

Did the caller request to cancel an appointment?

If yes, did you offer to reschedule the appointment (if within PCC scope)?

Reason for Call:

Action taken: Transition Conversation Completed

Example – Escalated Call

Caller's Name: Steven Harbor

Caller's Relationship to Patient: Husband

Patient Full Name: Emily Harbor

Patient Date of Birth: 3/18/1955

Patient Address: 135 S Chime Drive, Memphis, TN 38016

Caller's Authorized Contact Status: Unauthorized

Callback Number: (901) 433-1010

Did the caller request to cancel an appointment? No

If yes, did you offer to reschedule the appointment (if within PCC scope)? N/A

Reason for Call: Patient's husband called in response to a voicemail they received a few weeks ago.

Inquired about next appointment.

Action Taken: Transition Conversation Complete

Transition Program Patient – Administrative Request Outside PCC Scope:

If a Transition Program patient calls and requests information or follow-up that cannot be completed by an LM1 PCC, include “Transition Action Required” in the “Action Taken” section of your note:

Documenting a Verbally Abusive Call

Caller's Name:
Caller's Relationship to Patient:
Patient Full Name:
Patient Date of Birth:
Patient Address:
Caller's Authorized Contact Status:
Callback Number:
Did the caller request to cancel an appointment?
If yes, did you offer to reschedule the appointment (if within PCC scope)?
Reason for Call:
Action taken: Transition Action Required

Example – Escalated Call

Caller's Name: Bell Grahms
Caller's Relationship to Patient: Patient
Patient Full Name: Self
Patient Date of Birth: 7/31/1963
Patient Address: 22 Cliff View Rd. Pensacola, FL 32522
Caller's Authorized Contact Status: Unauthorized
Callback Number: (448)213-3336
Did the caller request to cancel an appointment? No
If yes, did you offer to reschedule the appointment (if within PCC scope)? N/A
Reason for Call: Patient would like to know what alternate services are available to her now that Landmark services are stopping.
Action Taken: Transition Action Required

Action Required:

Include an “Action Required” statement in your note for market review for the following:

- Unsuccessful warm transfer to the CC Queue.
- After hours when the CC Queue should not be consulted.
- Unable to identify market staff member to resolve the caller’s request.
- After hours request to reschedule Post Discharge Visits (PDVs).
- After hours request to reschedule Palliative Co-Visits.
- Requests for referrals to community services, transportation, meal delivery, medical equipment, etc...

Documenting a Verbally Abusive Call

Caller's Name:

Caller's Relationship to Patient:

Patient Full Name:

Patient Date of Birth:

Patient Address:

Caller's Authorized Contact Status:

Callback Number:

Did the caller request to cancel an appointment?

If yes, did you offer to reschedule the appointment (if within PCC scope)?

Reason for Call:

Action taken: Action Required

Example – Escalated Call

Caller's Name: Clifford Lemon

Caller's Relationship to Patient: Brother

Patient Full Name: Christine Tanner

Patient Date of Birth: 1/18/1949

Patient Address: 12 Stellar Circle, Hauler, ME, 04006

Caller's Authorized Contact Status: Unauthorized

Callback Number: (213) 423-0987

Did the caller request to cancel an appointment? PDV 7/8

If yes, did you offer to reschedule the appointment (if within PCC scope)? No

Reason for Call: Patient is no longer available for PDF and must reschedule

Action Taken: **Action Required**

Email Guidelines:

When after-call documentation requires email follow-up:

- LM1 Triage and Central Outreach emails can be found in the [Markets Summary](#).
- Follow the standard subject line format:

Emails – Standard Subject

Patient's ID, Market or Metro


- If no chart can be found for the subject of the call:

Emails – Standard Subject

Action Required: Callback

- Double-check to make sure that you have all the appropriate contacts added to the email:
 - Do NOT CC contacts when sending emails to Central Outreach.
 - Do NOT CC contacts to LM1 Triage Emails.

Email Example 1 - Contacting Central Outreach

| | | |
|---|--------|---------------------------|
|  Send | From ▾ | Central Outreach Email |
| | To | |
| | Cc | |
| | Bcc | |
| Subject | | Action Required: Callback |


Caller's Name: Phillip Carstairs
 Caller's Relationship to Patient: Son
 Patient Full Name: Penny Carstairs
 Patient Date of Birth: 2/17/1952
 Patient Address: 33 Bachman Road, Quiet Hills, PA 19050
 Caller's Authorized Contact Status: Obtained verbal authorization
 Callback Number: (414) 902-3303
 Did the caller request to cancel an appointment? IV 8/13
 If yes, did you offer to reschedule the appointment (if within PCC scope)? No
 Reason for Call: Caller requesting to reschedule IV so he can be home during the visit to assist
 Action Taken: Emailed Central Outreach, Added Phillip Carstairs to Contacts.

**Copy / paste the Note from Ubiquity to the body of the email.*

LM1 Triage mailboxes are not under the Optum email domain and are considered external. Because of this, the information in Triage emails must be limited or the message will be blocked by Outlook.


- The subject line should include the patient's ID and Market / Metro.
- The body should list the patient's first initial, last name, and callback number.

Email Example 2 - Contacting a Triage Mailbox

| | | |
|---|--------|-----------------------|
|  Send | From ▾ | Market Triage Mailbox |
| | To | |
| | Cc | |
| | Bcc | |
| Subject | | 2212221, Maine |

Patient Name: S. Bellows
Contact number: (218) 565-5512

Email Example 3 – Urgent Visit Reschedule Request

| | | |
|---|--------|------------------------|
|  Send | From ▾ | LM1 UE Handoff Mailbox |
| | To | |
| | Cc | |
| | Bcc | |
| Subject | | 5432567, Jacksonville |

Caller's Name: Sandy Tripp
 Caller's Relationship to Patient: Self
 Patient Full Name: Sandy Tripp
 Patient Date of Birth: 5/17/1959
 Patient Address: 909 Trellis Road, Nashville TN 37037
 Caller's Authorized Contact Status: Authorized
 Callback Number: (714) 214-3333
 Did the caller request to cancel an appointment? Urgent Visit 8/11
 If yes, did you offer to reschedule the appointment (if within PCC scope)? No
 Reason for Call: Requested Urgent Visit cancellation. Patient no longer has stomach pain.
 Action Taken: Sent task to *(Visiting Provider Name + Title)* & Notified LM1 UE Handoff

**Copy / paste the Note from Ubiquity to the body of the email.*


When a patient calls to cancel an appointment happening that same day, the visiting staff and market must be notified by email under the following conditions:

- The visiting staff did not respond to your attempted consult transfer.
 - If unavailable in Genesys, call their number as listed in Humanity.
 - If no answer, send a notification by email.
- After hours, do not attempt to call the visiting provider. Instead send a notification by email.

The email should be sent to:

- The market-specific email found in the [Markets Summary](#).
- The patient's Landmark Team found in Ubiquity's Clinical Summary section.
- The visiting staff found in Ubiquity's Operational Summary section.

Email Example 4 – Same-Day Appointment Cancellation

| | | |
|---|--------|--|
|  Send | From ▾ | call_center_denver@optum.com |
| | To | Katie Rhyme, Crey D'Jal Stewart, Glenn Hallendar, Allison Autumn |
| | Cc | |
| | Bcc | |
| Subject | | 0000001, Denver |

Caller's Name: Heather M. Gillespie
 Caller's Relationship to Patient: Self
 Patient Full Name: Heather M. Gillespie
 Patient Date of Birth: 9/24/1971
 Patient Address: 42 E. Lowside Road, Denver, CO 80014
 Caller's Authorized Contact Status: Authorized
 Callback Number: (983) 616-3322
 Did the caller request to cancel an appointment? Maintenance Visit 2/11
 If yes, did you offer to reschedule the appointment (if within PCC scope)? No
 Reason for Call: Request to cancel today's maintenance visit due to family coming into town.
 Action Taken: Sent notification by email to Visiting Staff, Landmark Team, and Market

**Copy / paste the Note from Ubiquity to the body of the email.*

Tasks:

Tasks follow a simple format because the attached Ubiquity note contains all necessary information for market staff to review.

- Set “Assigned to” to the market staff member who should receive the task.
- Set “Due Date” for next business day.
- Ensure your Ubiquity Note is attached below the “Task Notes”.

| Reason for Task: | Priority: | Subject: | Message: |
|---|-----------|---------------------------------|--------------|
| <i>Adjustment Within 3 Days of Call</i> | Urgent | Appointment Reschedule | See Attached |
| <i>Return Call</i> | Urgent | Return Call | See Attached |
| <i>Message from Caller</i> | Urgent | Caller Message | See Attached |
| <i>Request for Service / Equipment</i> | Urgent | Request for Service / Equipment | See Attached |

Example – Task in Ubiquity

New Task

☒ Task ☐ Referral

Patient Name*
BONNIE C FORD PIERRE

Assigned To*
Paul Nichols, Clinical Supervisor

Due Date*
7/22/2024

Priority*
Urgent

Subject*
Return Call

Requested by FPM
☐ Yes

Task Notes*
See Attached

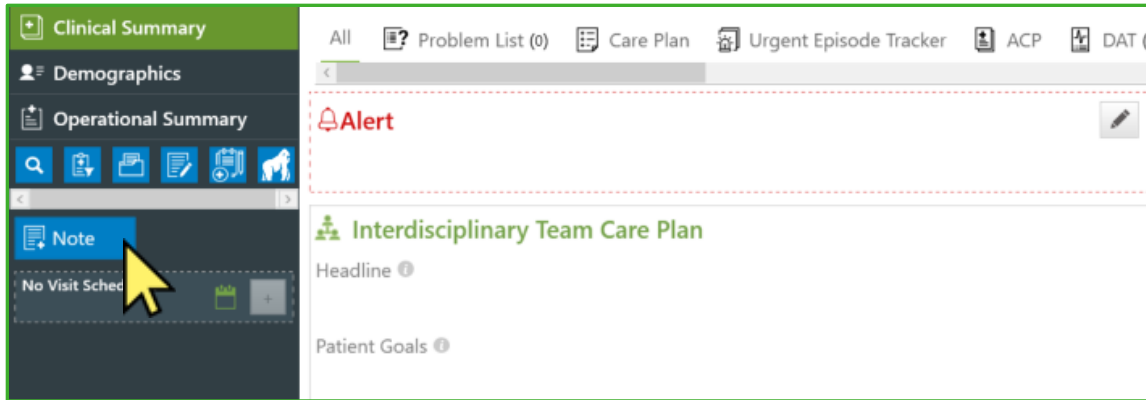
Link to a Reference
Local Outreach (07/21/2024) X

Cancel Send

Documentation & Tasking in Ubiquity

Adding a Note:

1. From the patient's open chart, select the "Note" button:



2. Add Category, Sub-Category, and Supplemental note information:

- *Category:* Landmark First – Patient Call
- *Sub-Category:* Administrative
- *Supplemental:* Phone Call

When finished, click "Start"

3. Use the #LM1PCC Hashkey to enter the current note template:

Case Note

#LM1PCC

Did any of the following apply to this note?

Contact Type

☐ Patient ☐ Family/friend

☐ Community Provider - PCP or Specialist ☐ Community Provider - Other

☐ Facility (IP, LTC, SNF) ☐ Health plan

☐ Landmark Provider ☐ Landmark IDT

☐ Community Pharmacy ☐ Landmark Link Call

Urgent Management

☐ Patient referred to ER ☐ Patient direct admitted to SNF/SAR

☐ Landmark First Only: Provider dispatched ☐ Medications prescribed

Max character limit is 5,000.

< Prev Next > Discard Changes Close Save & Close Save

4. Fill in each section of the note template:

- Check Note Type information.
- Check Contact Type information.
- Check “Patient identity verified as per policy”

Case Note

Caller's Name:

Caller's Relationship to Patient:

Patient Full Name:

Patient Date of Birth:

Patient Address:

Caller's Authorized Contact Status:

Callback Number:

Did the caller request to cancel an appointment?

If yes, did you offer to reschedule the appointment (if within PCC scope)?

Reason for Call:

Action Taken:

Max character limit is 5,000.

☒ Patient identity verified as per policy ☐ Patient Notified of a Recorded Line

Did any of the following apply to this note?

Contact Type

☒ Patient ☐ Family/friend

☐ Community Provider - PCP or Specialist ☐ Community Provider - Other

☐ Facility (IP, LTC, SNF) ☐ Health plan

☐ Landmark Provider ☐ Landmark IDT

☐ Community Pharmacy ☐ Landmark Link Call

Urgent Management

☐ Patient referred to ER ☐ Patient direct admitted to SNF/SAR

☐ Landmark First Only: Provider dispatched ☐ Medications prescribed

< Prev Next > Discard Changes Close Save & Close Save

When finished, proofread your note and click “Save”.

5. Save & Close your note:

The screenshot shows the 'Case Note' form with various fields for patient information and call details. On the right side, there are checkboxes for 'Patient identity verified as per policy', 'Patient Notified of a Recorded Line', and 'Did any of the following apply to this note?'. Below these are sections for 'Contact Type' (Patient, Family/friend, etc.) and 'Urgent Management'. At the bottom right, the 'Save & Close' button is highlighted with a yellow arrow.

6. Select the "Open" drop-down menu:

- Select "Finalize Documentation" and then "Update" to complete your note:

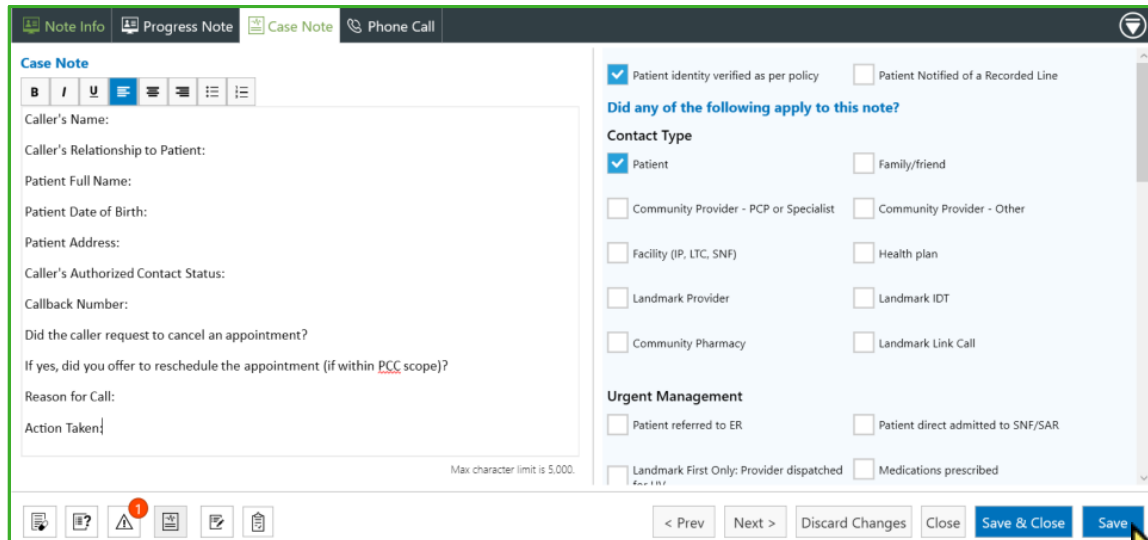
The screenshot shows the 'Case Note' form with the 'Open' drop-down menu open. The 'Finalized Documentation' option is selected, and the 'Update' button is highlighted with a yellow arrow.

Your note should now be listed as finalized:

The screenshot shows the 'Case Note' form with the 'Finalized Documentation' status. The 'Update' button is highlighted with a yellow arrow.

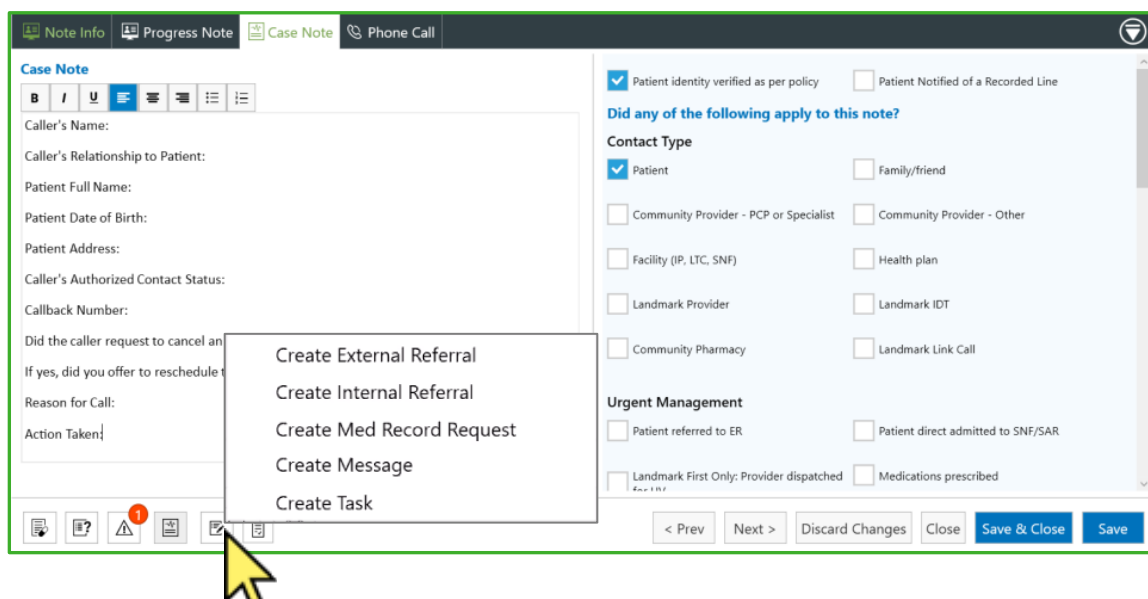
Create & Send Tasks:

1. Tasks should be sent from open notes. Fill in all note text and check all supplementary entries **BEFORE** assigning and sending a task.
2. Save your note:



The screenshot shows the 'Case Note' form in a web application. The form is divided into two main sections. The left section contains fields for 'Caller's Name', 'Caller's Relationship to Patient', 'Patient Full Name', 'Patient Date of Birth', 'Patient Address', 'Caller's Authorized Contact Status', 'Callback Number', 'Did the caller request to cancel an appointment?', 'If yes, did you offer to reschedule the appointment (if within PCC scope)?', 'Reason for Call', and 'Action Taken'. The right section contains checkboxes for 'Patient identity verified as per policy', 'Patient Notified of a Recorded Line', 'Contact Type' (with options like Patient, Family/friend, Community Provider, etc.), and 'Urgent Management'. At the bottom right, there are buttons for '< Prev', 'Next >', 'Discard Changes', 'Close', 'Save & Close', and 'Save'. A yellow arrow points to the 'Save' button.

3. While in an open note, click the second-to-last button on the bottom-left corner of the note and choose the "Create Task" option:
 - The button displays a paper and pen icon.



The screenshot shows the same 'Case Note' form as above. A dropdown menu is open over the second-to-last button in the bottom-left corner (the paper and pen icon). The menu options are: 'Create External Referral', 'Create Internal Referral', 'Create Med Record Request', 'Create Message', and 'Create Task'. A yellow arrow points to the 'Create Task' option.

4. Fill in the task fields accordingly:

- Assigned To: (enter market staff member name here)
- Due Date: (do not change)
- Subject: (follow subject guidelines)
- Task Notes: “See Attached”

New Task

☒ Task ☐ Referral

Patient Name*

Assigned To*

Paul Nichols, Clinical Supervisor

Due Date*

6/20/2024

Priority*

Medium

Requested by FPM

☐ Yes

Subject*

Return Call

Task Notes*

See Attached

Link to a Reference

Landmark First - Pa... X

Cancel Send

Make sure your note is attached below the “Task Notes” text field.

When finished, click “Send” and then close / finalize your note.

Attention – Searching for Market Staff

There is a glitch in Ubiquity that forces the application to display a “No Results Found” message when searching market staff for task assignment.

After approximately one (1) minute, the correct results will be displayed. If nothing changes, erase the search field and try again.

New Task

☒ Task ☐ Referral

Patient Name*

Assigned To*

Paul Nichols

No results found.

Medium

Manually Add Notes to a Task:

If the Ubiquity note is not attached to the Task:

1. Click the “Link to a Reference” option below the Task Notes entry field.

The screenshot shows the 'New Task' form with the following fields and options:

- Task** (selected) / **Referral** (radio buttons)
- Patient Name*** (text field)
- Assigned To*** (text field: Paul Nichols, Clinical Supervisor)
- Due Date*** (text field: 6/20/2024)
- Priority*** (dropdown menu: Medium)
- Subject*** (text field: Return Call)
- Requested by FPM** (checkbox: Yes)
- Task Notes*** (text area with formatting icons: Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent)
- See Attached** (text field)
- Link to a Reference** (blue text link, highlighted by a yellow mouse cursor)
- Cancel** and **Send** (buttons)

2. Select the “Notes” option from the top of the new pop-up window:
 - Check your note and select “Upload Selected Files” to complete the attachment and return to the task.

The screenshot shows the 'New Task' form with the following fields and options:

- Encounters** (radio button) / **Notes** (selected radio button) / **Documents** (radio button)
- Select files you would like to upload** (text)
- Date & Time** (text field: 6/11/2024 5:57:29 PM)
- Staff** (text field: Paul Nichols)
- Category/SubCat** (text field)
- Note** (text area: Caller's Name: Caller's Relationship to Patient: Patient Full Name: Patient Date of Birth: Patient Address: Caller's Authorized Contact Status: Callback Number: Did the caller request to cancel an appointment?)
- Files Selected: 1** (text)
- Cancel** and **Upload Selected file(s)** (buttons)

“Ubiquity Down” Call Completion



Ubiquity is an essential application we use every day to manage patient care. However, the application may be offline due to network issues, updates, or other circumstances that are outside of our control.

Interruption of Ubiquity services should NOT interrupt patient care.

Communication & Documentation Guidelines:

1. Your Supervisor or Manager will post a message in the APP / PCC Teams channels to announce the interruption in service.
2. You will receive an email from your Supervisor Manager with an attached “Ubiquity – Offline Tracker” document to be opened in Microsoft Excel.
3. Save the offline tracker to a location on your Laptop / Desktop that you will remember for later access.
 - The Offline Tracker is a spreadsheet that includes columns for each category of the documentation template (Reason for Call, Action Taken, etc.).
4. Use the offline tracker to take notes during calls.
5. **SAVE OFTEN!**
6. When Ubiquity comes back online, transfer your notes from the offline tracker to the appropriate patient charts.

Call Flows:

Ubiquity network outages DO NOT alter any call flows. Because we cannot view patient charts or enrollment statuses during this time, please treat all patients who call in as **ELIGIBLE & ENGAGED**.

Attention – System Management during “Ubiquity Down” Time

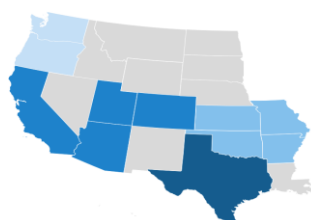
If a network-wide Ubiquity issue is encountered and announced, DO NOT restart your system unless given express permission from your Supervisor or Manager.

Transition Program Patients

Overview:

As of August 2024, the following metros were closed due to a change in the Cohort Modification algorithm. This change reduced the percentage of clinically complex patients we serve from 10% to 5%. With this reduction in service, some metros were too small to remain open.

Please see the full list of closed metros below:



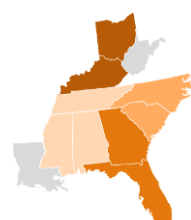
West

- Tucson
- Bay Area
- Sacramento
- San Diego
- Inland Empire
- San Antonio



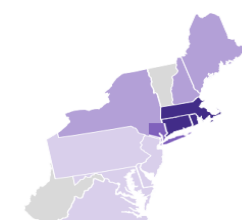
Central

- Indianapolis
- Fort Wayne
- Minnesota



Southeast

- Pensacola
- Chattanooga
- Memphis
- Tri-Cities
- Gainesville
- Jacksonville
- Fort Meyers



East

- Maine
- Eastern Virginia

The profile cards for these metros will remain in the [Markets Summary](#) through 2024.

Transition Program Patients in Ubiquity:

Transition Program patients can be identified via the Patient Notes section of their Ubiquity chart under the “Alerts” section of the Clinical Summary.

Patient Notes:

“Landmark Transition Program: Inbound LM1 services eligible; PCC & TRN Clear Triage Patient Transition protocol set ONLY. (No Market/LM1 APC escalation.)”

Please note that some Transition Program patients are located in metros which will remain open.

Landmark First Transition Program Assistance:

The patients effected by this change will continue to receive modified services until 12/31/2024 or 11/30/2024 (SNP).

Administrative Requests:

- Landmark First may continue to update contact and visiting address information for these patients as well as submit patient complaints.
 - Any patient complaints should be submitted via <https://enterprisenow.optum.com>.
- If a patient calls with an administrative request that cannot be resolved by LM1 PCCs, the caller should be directed to contact the patient assistance / customer service number located on the back of their insurance card.
 - This also applies to questions regarding the Transition Program details and service eligibility.
 - Document the request thoroughly in a Ubiquity note, including the phrase “Transition Action Required” to ensure appropriate follow-up.
 - Inform the patient they will receive a call back during the next business day.

Clinical Requests:

- Transition patients calling with a clinical concern should be transferred to the LM1 Clinical Lines listed in the [Markets Summary](#).
 - Once transferred, LM1 Triage RNs will assist the patient.
 - However, **NO ON-CALL PROVIDERS** in Humanity should be contacted if the patient expresses an urgent medical concern. Instead, recommend contacting emergency services and offer to assist, if needed.
- These patients **SHOULD NOT BE TRANSFERRED TO THE MARKET / METRO** offices for any reason.

Transition Program Patient Call Documentation:

Please follow the Transition Program Documentation guidelines listed under [Call Documentation, Emails, & Tasking](#) to complete your Ubiquity note.

Attention – Patients Receiving Standard Services

The top 5% of clinically complex patients will continue to receive standard services from us and are **NOT** affected by the transition program. Follow standard call transfers, workflows, and documentation for these patients.

Patient Transition Conversation:

Employees of closing metros have attempted to reach patients to inform them of their change in service. However, some patients may call Landmark First unaware that they are part of the Transition Program.

If a completed Transition Program conversation is **NOT** documented in Ubiquity and the patient is unaware of their change in service:

Closing Metros

"We previously attempted to reach you to let you know we're going to transition your on-going care from our home-based care team to our telephonic support team in coordination with your primary care physician.

Going forward, when you have any medical needs, be sure to contact your primary care provider or call 911. If you don't have a primary care provider or have any questions about how and where to receive care –we can help connect you to resources to find a primary care provider and get a visit scheduled if needed. Additionally, if you ever have any questions about your health plan – what's covered, anything about your payments, what services are available to you – you can always call the number for Member Services on the back of your health plan ID card. We will also be available to you at the number you called in to today.

We have appreciated working with you and that you've allowed us to be part of your healthcare journey and wish you all the best. Is there anything else I can help you with?"

Metros Remaining Open

"We previously attempted to reach you to let you know that we're really pleased with the progress you've made with your health, as a result, we're going to transition your on-going care from our home-based care team to our telephonic support team in coordination with your primary care physician.

Going forward, when you have any medical needs, be sure to contact your primary care provider or call 911. If you don't have a primary care provider or have any questions about how and where to receive care –we can help connect you to resources to find a primary care provider and get a visit scheduled if needed. Additionally, if you ever have any questions about your health plan – what's covered, anything about your payments, what services are available to you – you can always call the number for Member Services on the back of your health plan ID card. We will also be available to you at the number you called in to today.

We have appreciated working with you and that you've allowed us to be part of your healthcare journey and wish you all the best, If your health status changes in the future you may hear from us again.

Is there anything else I can help you with?"