

# Administrative Workflows



## Quick Links:

- [Beginning & Ending Your Shift](#)
- [Administrative v. Clinical Calls](#)
- [Managing Appointments](#)
- [Requests for Landmark Information](#)
- [Empathy & Courtesy Statements](#)
- [Call Transfer Guidelines](#)
- [After Call Work \(ACW\)](#)
- [Documenting Calls](#)
- [“Ubiquity Down” Call Handling](#)
- [Filing an A.C.E.S. Complaint](#)
- [Compliance Guidelines](#)

### 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

- ✓ Review any emailed announcements / news in Outlook
- ✓ Use your Teams chat to say “Hello” to your co-workers
- ✓ Set yourself as “Available” in MAX to start taking calls

## 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



# Administrative V. Clinical Calls

---

## Coverage Goals:

Remember that it is the goal of Landmark First to provide remote call and medical coverage for the Market offices. As a general rule, if we are able to handle a call remotely, we should do so.

## Administrative Calls / Messages:

*Resolved by:* LM1 PCCs

LM1 APCs & Triage RNs (if no PCCs available)

*Definition:* Administrative calls are non-medical, non-emergency calls made by a patient, caregiver, or representative. These calls may include:

- Taking general messages for a market provider.
- Confirming an appointment date / time.
- Rescheduling Maintenance Visits.
- Providing FAX numbers for the receipt of medical records.
- Providing general information about Landmark Health services.



## Clinical Calls / Messages:

*Resolved by:* LM1 APCs & Triage RNs

*Definition:* Clinical calls include questions or statements expressing a medical need or concern of any kind, including:

- Questions regarding prescriptions.
- Reporting an injury.
- Reporting depression / suicidal thoughts.
- Requests for a new appointment due to a medical concern.
- Questions regarding blood pressure or heart rate readings.
- Any situation that appears on the **Buzzwords** list.



# Managing Appointments

## Appointment Requests:

### *Appointment Check-In Calls:*

The patient or caregiver requests to hear the scheduled date and time of their next appointment with Landmark.



Provide the appointment's Start Time window to the patient (typically 2 hours).



Do ***NOT*** provide this information to an unauthorized caller.

*Appointment Confirmation Calls:* A patient or caregiver will call to confirm their availability for an upcoming appointment.

Appointments can only be confirmed by patients or caregivers.



Ask the Covid-19 Screening Questions.

- If "Negative" confirm the appointment in Ubiquity using the Appointment Details window.
- If positive, note this result in Ubiquity, but ***DO NOT*** confirm the appointment.

*Appointment Cancellation Calls:* A patient or caregiver will call to cancel or reschedule an upcoming appointment.



Follow the steps outlined in the "Appointment Cancellation Requests" table to resolve.

*Appointment Specification Calls:* A patient or caregiver may call with specific instructions for the provider coming to see them on their scheduled appointment day. This may include:

- Instructions for entering the home.
- Requesting a more-precise start time within their assigned start window.
- How to best prepare for the appointment.



Include these questions in your Ubiquity documentation.

## Who Can Confirm Appointments?

Patients and their caregivers can confirm appointments with Landmark.

## 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's Start Time window.

## When to Confirm Appointments:

Appointments should only be verified if the verification call is made within **ONE WEEK** of the scheduled appointment date.



## Attention – Return Calls for Appointment Confirmations

Sometimes, a patient or caregiver will report having missed a call from Landmark.

- Check recent notes in Ubiquity to determine if an Appointment Confirmation was attempted by a Care Team member.
  - If so, please complete the Covid-19 screening and Appointment Confirmation steps.

## Rescheduling Appointments:

If a caller needs to reschedule an appointment, no Appointment Verification is necessary at that time and the Covid-19 questions **DO NOT** need to be asked.



**Visit Types:**

<i>Visit Type</i>	<i>Description</i>	<i>Management</i>
Initial Visits (IV1 & IV2)	Enrollment Visits	<ul style="list-style-type: none"> <li>Scheduled by Outreach</li> <li>Rescheduled by Outreach</li> <li>Visit completed by Market Provider</li> </ul>
Urgent Visit / Initial Visit (UVIV1)	Enrollment Visit and Urgent Visit Eligible patient calls in with a clinical complaint but has not yet been enrolled.	<ul style="list-style-type: none"> <li>Triage completed by LM1</li> <li>Visit completed by Market Provider</li> </ul>
Urgent Visits (UV)	Urgent Visits that do not involve an Urgentivist Extender.	<ul style="list-style-type: none"> <li>During business hours posted to Teams by LM1 or Market NCM</li> <li>After Hours handoff to On-Call Provider.</li> <li>Visit completed by Market Provider</li> </ul>
Urgentivist Extender Urgent Visit (UEUV)	Urgentivist Extender visits the patient in their home with oversight.	<ul style="list-style-type: none"> <li>Scheduled by LM1 Clinical staff or Market NCM</li> <li>Posted to Teams by LM1 Clinical staff or Market NCM.</li> <li>Oversight completed by LM1 APC or Market Provider.</li> </ul>
Telephonic Urgent Visit (Tele UV)	Telephonic visit with a patient who has a medical complaint that does not necessitate a face-to-face visit or a face-to-face visit is not possible.	<ul style="list-style-type: none"> <li>Completed after LM1 Clinical triage or handoff</li> <li>Completed by LM1 APC or Market Provider</li> </ul>
Post Discharge Visits (PDV)	Visits completed when appropriate following hospitalization or ED visit.	<ul style="list-style-type: none"> <li>Posted to Teams by LM1 Clinical staff after triage</li> <li>Scheduled by Market NCM</li> <li>Completed by Market Provider</li> </ul>
Maintenance Visit (MV)	Routine visits. Frequency dependent on patient Acuity and Intensity.	<ul style="list-style-type: none"> <li>Scheduled by Market Provider, NCM, or CC</li> <li>Rescheduled by LM1 PCC staff only</li> <li>Completed by Market Provider</li> </ul>
Palliative Care Visit	Routine palliative management visits. Frequency of visits depend on patient Acuity and Intensity	<ul style="list-style-type: none"> <li>Scheduled by Market Provider, NCM, or CC</li> <li>Completed by Market Provider with or without Social Worker.</li> </ul>



**Special Scheduling Conditions by Appointment Type:**

<i>Appointment</i>	<i>Procedure</i>	<i>Documentation</i>
Maintenance Visits	Cancel or Reschedule based on request	<ul style="list-style-type: none"> <li>• Document Ubiquity</li> </ul>
Initial Visits (Inv. or Inv2)	Email the Local Outreach Team	<ul style="list-style-type: none"> <li>• Document Ubiquity</li> </ul>
Urgent Visits	Do <u>NOT</u> Cancel or Reschedule	<ul style="list-style-type: none"> <li>• Notify a Team Lead or Supervisor if on duty.</li> <li>• Document Ubiquity.</li> </ul> <p>Forward to LM1 UE Email:  <a href="mailto:lm1uehandoff@optum.com">lm1uehandoff@optum.com</a></p>
Post Discharge Visits	Cancel, but do <u>NOT</u> Reschedule	<ul style="list-style-type: none"> <li>• Document Ubiquity.</li> </ul>
Palliative Care Visit	Do <u>NOT</u> Cancel or Reschedule	<ul style="list-style-type: none"> <li>• Document Ubiquity.</li> </ul>

**Attention – Attempt to Reschedule Appointments!**

It is important that our patients receive regular care and maintenance visits in order to maintain their quality of life and health.

- For this reason, ALWAYS ask the patient if they want to reschedule an appointment if a cancelation is requested.
- Please strongly suggest, BUT DO NOT FORCE the issue when the patient does not want to reschedule.
- If you are not able to reschedule during the call, the Care Team will conduct a follow-up at a later time.

**Managing Appointment Cancellations & Rescheduling:**

<i>Request</i>	<i>Procedure</i>		<i>Documentation</i>
Appointment Confirmation	Ask the Covid-19 screening questions		Confirm Appointment in Ubiquity (Note / Visit Details)
Maintenance Visit Reschedule Requests	1. Offer Telephonic Visit 2. Cancel and reschedule the appointment		Document Ubiquity
Maintenance or Post-Discharge Visit Cancellations <i>less than</i> one week away	Attempt a warm transfer to the market (during business hours only). <ul style="list-style-type: none"><li>• Cancel if the market cannot be reached</li></ul>		Document Ubiquity
Maintenance or Post-Discharge Visit Cancellations <i>more than</i> one week away	Cancel the appointment.		Document Ubiquity
Next Day / Next Weekday Appointment Cancellation	Cancel the appointment		<ul style="list-style-type: none"><li>• Document Ubiquity</li></ul>
			<b>After Hours:</b> <ul style="list-style-type: none"><li>• Email Care Team + Market</li><li>• Document Ubiquity</li></ul>
Same-Day Cancellation <i>during business hours</i>	Call the Provider		Document Ubiquity
	<ul style="list-style-type: none"><li>• If the Provider does not answer</li></ul>		Document Ubiquity + Send an email to the Care Team / Market
<i>After hours</i> same-Day / next day Maintenance Visits Cancellations	Do <b><u>NOT</u></b> Call The Provider		Document Ubiquity + Email the Provider, Care Team, and Market
Patient Requests New Appointment	Determine if the patient has an immediate medical need.	Yes	Transfer to an APP
		No	Email Care Team / Market
After Hours = 8:00 PM – 7:00 AM			



# 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 multiple ongoing 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.

**Follow-Up Local Outreach Email:**

After the call ends, send an email to the Central Outreach. Please include:

- Caller's Name
- Relationship to patient
- Prospective Patient's Name
- Callback Number
- Location

**Example – Local Outreach Email**

➤ Send	To	<a href="mailto:CentralOutreach@optum.com">CentralOutreach@optum.com</a>
	Cc	
Subject		Caller's Name, Location or Market
Caller's Name: Relationship to Patient: Prospective Patient's name: Patient's Location / Market: Callback Number		

**Follow-Up with Central Outreach:**

In addition to local outreach email addresses, there is a central outreach email that should only be used if:

1. The caller is looking to start services with Landmark; AND
2. The market does not have a local outreach email.

The central outreach email: [CentralOutreach@optum.com](mailto:CentralOutreach@optum.com).

**What is an Initial Visit (IV)?**

During the initial visit, the patient will meet with a Landmark Provider to discuss:

1. What services Landmark provides.
2. Our 24/7 coverage is explained in more detail.
3. The patient's health goals and conditions are reviewed.
4. Authorized contacts and consents are approved.
5. Handouts are left with the patient that include Landmark's contact information.

**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.

## Empathy & Courtesy Statements

Please use at least one (1) empathy phrase and 2 (two) courtesy statements during your patient / caregiver calls. Using such language can:

- Deescalate a call
- Help a caller feel more comfortable communicating their concerns
- Build a caller's confidence in our ability to resolve their concerns
- Indicate to the caller that they have been listened to

Both empathy and courtesy phrases are required items on the PCC Call Audit Score Card. Please see the Call Quality Review & Scoring section for more information.

### Empathy / Courtesy Statement Definitions:

#### Courtesy Statement



A statement to express respect and politeness.

#### Empathy Statement



A compassionate response to acknowledge the medical, mental, or emotional state of a patient or caregiver.

*(requires active listening)*

## Empathy / Courtesy Statement Examples

Please see the lists below for suggested empathy and courtesy phrases.

### Examples - Courtesy Statements



"Thank you"



"I appreciate that"



"Thank you for calling Landmark"



"Have a nice day"



"Thank you for your patience"



"One moment, please"



"You're welcome"



"I'm happy to assist"



"My apologies"



"Please hold"

### Example - Empathy Statement



"We're here for you"



"I'm sorry you're going through that"



"I'd like to help you with this"



"I'm sorry for your loss"



"You can call us anytime"



"I'm sorry to hear you missed our call"



"I hope your day improves"



"I'd like to take care of this for you"



"I understand why that would be a concern"

## Empathy and Active Listening

If you actively listen to a patient's concern, there are more opportunities to use empathy phrases that the caller will find meaningful. Remember that our callers:

- Are struggling with multiple ongoing health conditions.
- Might be in pain when they are speaking to us.
- Are looking for guidance from someone they have never met in person.
- May be overwhelmed with information or emotion.
- Need to hear a compassionate voice.

# Call Transfer Guidelines:

## Expectations:

If you are listed as *On Queue* in Genesys, you are communicating your readiness to receive calls, and perform the work involved when handling calls. This applies to any timeframe throughout your shift. Please ensure that “away” or “busy” statuses are managed according

## Handoff Procedure to Clinical Staff:

When handing a call off to a member of our clinical staff, use the following process:

*APC / Triage RN*

*PCC*

1. “Hello, this is (Clinical Staff Name), (Title). How can I help you?”

“Hello, this is (PCC Name), Patient Care Coordinator with Landmark First. Are you ready for the patient’s ID number?”

2.

3. “Yes, ready.”

*(PCC Provides Patient ID and Eligibility Status)*

4.

5. *(Confirm patients’ name and DOB once pulled up in Ubiquity)*

- *Confirm RN licensure, APC credentialing, patient eligibility*

*(Summarize patient request)*

- *Include History of Present Illness (HPI) present concern / complaint*

6.

7. *(APC / Triage RN agrees to the handoff)*

- *Do NOT decline the call handoff (see exceptions below)*

“Transferring Now”

8.

## Handoff Exceptions

A clinical staff member may refuse a call if:

- The patient's chart is closed.
- There is a conflict in RN licensure or APC credentialing.

## Additional Procedural Guidelines

During the Handoff process, PCCs should **NEVER**:

- Leave the patient on hold for extended periods of time.
- No small talk / No Personal Chatting.
- No commentary on patient's request.
- Give clinical advice of any kind.

## Voicemails



If redirected to a provider's voicemail, **DO NOT LEAVE A MESSAGE**. Move to the next stage of the Call Transfer Flow Process. This also applies to Same-Day Appointment Cancellations.

## Non-Eligible Members Expressing Medical Concerns

### If Non-Urgent

Please take a message for the **Local Outreach Team**.

### Email Subject:

Patient ID, Market

(ADD EXCEPTION FOR ELEGIBLE.)

### Email Body:

- Patient's First Initial, Last Name
- Callback Number

### If Urgent Medical Situation



Advise the caller to contact 911 or emergency services in their area.

If the caller is unable to call 911, follow Steps 6 – 9 in the Urgent Calls / Contact 911 section.

## Attention – Eligible Patient Transfers

Eligible patients listed as Non-Engaged should be transferred to a clinician even if they do not have an IV or IV2 listed in the chart.

## After Call Work (ACW)

After call Work (ACW) refers to any call-related documentation or emails that are sent on the patients behalf after a call has ended. Please see below for details:

<i>Status</i>	<i>When to Use</i>	<i>Recommended Time Limit</i>
<b>On Queue</b>	Used to take incoming calls from patients, caregivers, and community providers outside the organization	Whenever you are working your shift and ready to take calls
<b>Not Responding</b>	Automatically assigned if you fail to answer an incoming call or, answering service message, or triage email.	Please make yourself available for interactions as soon as possible
<b>Available</b>	Status to take Internal Calls Only	Because we want to take external calls from patients, we should not ever use the "Available" status in Genesys.
<b>Busy</b>	When you require additional time to document / notate a chart or send an email to the care team.	No longer than 10 minutes
<b>Meal</b>	Only to be used for lunch breaks.	30 minutes for a standard shift
<b>Away</b>	For bathroom breaks, or any other personal issues.	Notify Team Lead
<b>Breaks</b>	Only to be used for scheduled breaks	15 minutes
<b>Meeting</b>	Only to be used for meetings.	Length of meeting
<b>Training</b>	Only used when in scheduled training	Length of training

### Attention – Exceeding Time Limits

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



## Completing Call Disposition

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

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

# Documenting Calls

## About Call Documenting:

- A note must be entered into Ubiquity for EVERY call having to do with a Landmark patient or prospective patient.
  - If a chart exists for the patient, we document, regardless of eligibility or enrollment status.
- The Approved Documentation template MUST be used for each Ubiquity note.
- Note accuracy and formatting are considered during weekly Call Quality Audits and effect PCC scoring.

## Ubiquity Note Template:

Callers Name:  
 Callers Relationship to patient:  
 Patient full name:  
 Patient date of Birth:  
 Patient Address:  
 Contact number:  
 Reason for calling:  
 Did the caller request to cancel an appt?  
 If yes, did you offer a Telephonic Visit?  
 Reason For Cancellation:  
 Action taken:

## Example – Ubiquity Note

Callers Name: Aspen Wright  
 Callers Relationship to patient: Self  
 Patient full name: Aspen Wright  
 Patient date of Birth: 3/25/1963  
 Patient Address: 300 Pure Leaf Lane, Apartment 4, Niagara Falls, NY, 14304  
 Contact number: (716) 521-4466  
 Reason for calling: Request to be seen for eye irritation in left eye that began last night.  
 Did the caller request to cancel an appt? No  
 If yes, did you offer a Telephonic Visit? N/A  
 Reason For Cancellation: N/A  
 Action taken: Transferred to APC Arnold

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 patients contact information under the “Action Taken” heading.
- ✓ Indicate when you have obtained authorization for a new caller.
- ✓ If appointment reschedule / cancellation is requested, include the type of appointment in your “Reason for Call” section.
- ✓ 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

**Documenting Answering Service Calls:**

1. Include your full name in your Answering Service email reply:

**Example – Answering Service Message Documentation**

Admin. Call – Complete – Paul Nichols  
(Paste Answering Service Message Here)

3. Copy / paste your reply, along with the Answering Service message, into your Ubiquity Note (this will replace the approved template for Answering Service communications).

**Documenting Triaged 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**

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 - Triaged Call**

Callers Name: Ricki Doe  
Callers Relationship to patient: Self  
Patient full name: Ricki Doe  
Patient date of Birth: 3/25/1963  
Patient Address: 1226 Porcelain Road, Rochester, NY 14602  
Contact number: (518) 481-1776  
Reason for calling: Patient is experiencing left foot pain and believes it to be gout  
Did the caller request to cancel an appt? No  
If yes, did you offer a Telephonic Visit? N/A  
Reason For Cancellation: N/A  
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

Callers Name:  
Callers Relationship to patient:  
Patient full name:  
Patient date of Birth:  
Patient Address:  
Contact number:  
Reason for calling: Escalated to (Team Lead or Supervisor Title) (Team Lead or Supervisor Name)  
Did the caller request to cancel an appt?  
If yes, did you offer a Telephonic Visit?  
Reason for Cancellation:  
Action taken: Escalated and Documented.

### Example - Triaged Call

Callers Name: Peter T. Lane  
Callers Relationship to patient: Son  
Patient full name: Simon Lane  
Patient date of Birth: 2/16/1960  
Patient Address: 77 Snowfall Ave. Apartment 3, Detroit, MI 48201  
Contact number: (917) 577-6363  
Reason for calling: Escalated to LM1 Team Lead, Lisa  
Did the caller request to cancel an appt? No  
If yes, did you offer a Telephonic Visit? N/A  
Reason for Cancellation? N/A  
Action taken: Escalated and Documented

## Proofreading:

We depend on the accuracy of documentation as a history of our patients' health and communications. The wrong note in the wrong chart could result in a HIPAA violation, or an unwelcome change in a patient's care. In addition, documenting inaccurate information does not provide the Market office locations the coverage we have promised.

For this reason, **ALWAYS PROOFREAD YOUR DOCUMENTATION!**



**Documenting Standards & Communication:**

Use the following table as a guide to standard documenting practices at Landmark First:

Create a note in <b>Ubiquity</b>	<ul style="list-style-type: none"> <li>• Required for every call associated with a patient.</li> <li>• Create, proofread, and finalize a note in Ubiquity.</li> <li>• These notes create a “call history” for the patient to be referenced in future communications.</li> </ul>
Emails to the <b>Care Team</b> and <b>Market</b>	<p>In addition to your Ubiquity note, email the Care Team listed in the patient’s chart, as well as the market mailbox, for the following conditions.</p> <ul style="list-style-type: none"> <li>• Same-Day appointment cancellation.</li> <li>• Next-Day appointment cancellation if the call was made after business hours the day before.</li> </ul>
Emails to <b>Local Outreach</b>	<ul style="list-style-type: none"> <li>• If a Non-Engaged patient has a chart in Ubiquity</li> <li>• An Engaged Patient has not had their Initial Visit (IV) with Landmark and has no Care Team listed.</li> </ul>

**Email Guidelines:**

When call documentation requires that an email be sent on a patient’s behalf, the following guidelines apply:

- Copy / Paste the text of your Ubiquity note into the body of the email.
- Follow the standard subject line format:

Emails – Standard Subject


Patient’s ID, Market or Metro

- Double-check to make sure that you have all the appropriate contacts added to the email:
  - The Care Team and Market will always be emailed together.
  - No additional contacts needed when emailing Local Outreach
  - No additional contacts needed when emailing an LM1 Triage Mailbox

**Training Tip:**

Market (Call Center), Triage, and Local Outreach emails can be found in the [Markets Summary](#) section of this manual.

## Email Example 1: Next Day Appointment Cancellation

 Send	From ▾	Miami Market Email + Care Team Members
	To	
	Cc	
	Bcc	
Subject		2219901, Miami

---


Patient's Name: E. Newground  
Contact number: (786) 237-9101

Call Date: 7/17/2023  
Patient Name: Earl Newground  
Reason for Calling: Earl reports a visit from his daughter who is there to look after him throughout the duration of July. Earl requests that daughter, Jane, be added to his chart as an authorized contact. Because Jane can bring Earl to the hospital, if needed, he does not need an appointment at this time. Please cancel Maintenance Visit scheduled for 7/18/2023  
Name / DOB / Address: Verified

This example demonstrates an email that is sent to the Care Team and Market as the result of a Same Day / Next Day appointment cancellation:

- PCC accurately summarized the patient's request.
- PCC expressed all actions taken on the patient's behalf (the Market will not have to repeat these steps).
- The Market and Care Team members know why they have received this email.

**Email Example 2: Contacting Local Outreach**

 **Send**

**From** ▼ Local Outreach Email

**To**

**Cc**

**Bcc**

**Subject** Kelly Flynn, South Carolina

1 2 3 4 5 6

Callers Name: William Flynn  
Contact number: (919) 440-9333


Call Date: 9/27/2023  
Caller Name: William Flynn  
Patient Name: Kelly Flynn  
Reason for Calling: William is calling to request more information about Landmark and believes it might be an ideal service for his mother, Kelly.  
Name / DOB / Address: Name and DOB Noted

This example demonstrates an email that is sent to the Local Outreach based after a caller inquires about service for a prospective patient.

- PCC documented the patient's location for Local Outreach follow-up.
- A reachable contact number was documented for Local Outreach follow-up.



**Email Example 3: Contacting a Triage Mailbox**

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

1 2 3 4 5 6

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

Call Date: 1/13/2024  
Caller Name: Samantha Bellows  
Patient Name: Timothy Bellows  
Reason for Calling: Timothy Bellows calls to report that his wife, Samantha, fell while getting dressed. There is a hard wood floor in the bedroom and she had a rough collision on her side. She has several bruises on her hip and shoulder that are turning purple and growing. Timothy is worried that there might be a fracture or internal bleeding due to the color of bruises.  
Name / DOB / Address: Name and DOB Noted

This example demonstrates an email that is sent to a triage mailbox due to a caller's expressed non-urgent medical concern.

- The PCC successfully summarized the caller's concern.
- No urgent medical condition was expressed.
- PCC must locate the correct triage mailbox corresponding to the patient's market.

# ***“Ubiquity Down” Call Handling***



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 Team Lead, 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 Team Lead, Supervisor, or 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 Team Lead, Supervisor, or Manager.

# Filing an A.C.E.S. Complaint

## Reporting Guidelines:

ACES reports should be submitted in response to:

- Patient grievances
- Quality issues
- Adverse medication events
- Process flow failures
- Inappropriate employee / staff behavior
- Discriminatory employee / staff behavior
- Insurance / HIPAA compliance concerns.



The Details of an A.C.E.S. complaint should be limited. Describe the nature of the complaint in general terms with few details included.

### Attention – A.C.E.S. Documentation

References to ACES complaint submission, or the details of an ACES complaint should not be included in after-call documentation.

If the events of a call lead to the filing of an ACES complaint, follow the procedure for [Documenting Escalated Calls](#).

### Attention – When to file an A.C.E.S. Complaint

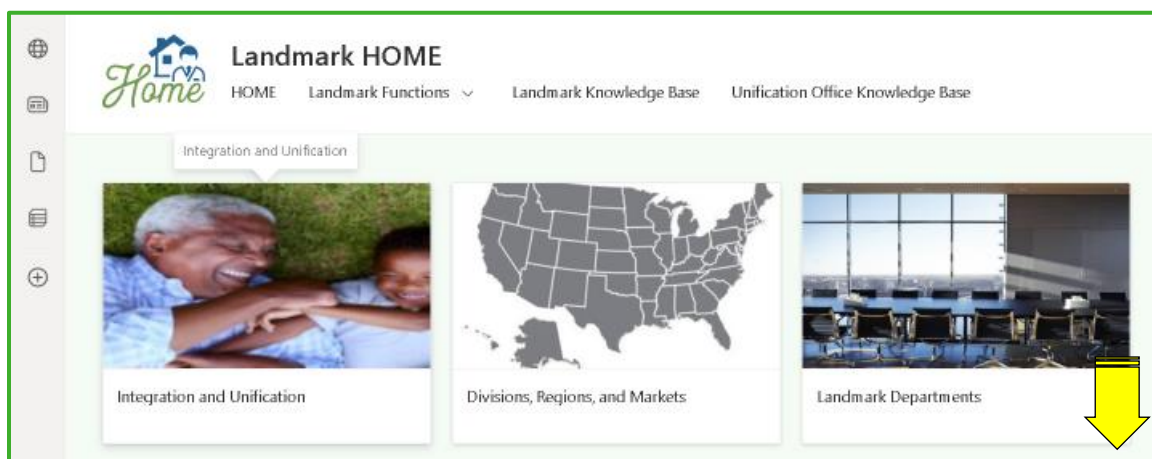
Do not assume that a patient wishes to have an A.C.E.S. complaint filed on their behalf. Only file an A.C.E.S. complaint if a patient explicitly requests it.

## Access & Use

The ACES complaint form can be accessed via SharePoint and Landmark Home:

1. Visit the Landmark Homepage and scroll to the bottom of the webpage:

<https://landmarkhealth.sharepoint.com/sites/Intranet>



Click the “A.C.E.S(Incident/Complaint Report)” option:



2. You will be redirected to the ACES complaint form landing page. Click “Next” to proceed.



- Indicate whether the incident concerns a patient or employee. If the incident involves an employee, confirm whether they are a Prospero or Landmark staff member. When finished, click "Next".

**Landmark Incident/Complaint Report (ACES)** Automated Complaints & Adverse Events System (ACES)

Page: Type of Incident [Print](#)

Please identify whether the incident/complaint is regarding a **Landmark Patient** or **Employee**?

**NOTE:**

Please select "Landmark Patient" if the issue you are reporting is related to a specific patient's service/care.

Please select "Landmark Employee" if the issue you are reporting is unrelated to a specific patient and involves **ONLY** an employee.

**Patient or Employee?**

Select a value

**Business Entity**

Select a value

< Previous Save Progress Next > powered by Onspring

Patient or Employee?

- Patient
- Employee

Business Entity

- Landmark
- Optum at Home Legacy
- Prospero Legacy

## Components of the A.C.E.S. Complaint Form

Patient Name	_____
Landmark Member ID	_____
Health Plan Partner	(Select from Dropdown)
Health Plan ID	_____

Next

*Please Note: If the incident/complaint you are reporting is related to the Call Center in Landmark First, enter which Market the patient resides in under "Comments."*

Market Incident / Complaint Occurred In (Select Market from Dropdown)

Add Comment (Optional)

Metro Incident / Complaint Occurred In (Select Metro from Dropdown)

Landmark Provider

***Below, you will find some examples/instructions to help clarify for selection decision making:***

- *If patient/representative was only voicing frustration about care/service, but their needs were satisfied and does not state they want to file a complaint this would be an entry for tracking and process improvement. The health plan may not be notified.*
- *If the patient/representative states they want to file a complaint, but only so Landmark can resolve their issue to their satisfaction this should be entry for tracking and process improvement. The health plan may not be notified.*
- *If patient/representative states they want a complaint filed about our excessive calls, late appointments, etc. and requests disenrollment, this would be a request for complaint to be filed and the health plan could be notified.*
- *If the patient/representative complain about the quality of care the patient received, this would be a request for a complaint to be filed and the health plan would be notified.*
- *Any issue whereby the person entering the issue cannot determine or clarify if a complaint should be filed. (this would be reviewed for impact, tracked and trended and might require health plan notification)*
- *Patient/representative may state they do not want it to go to the HP—If so, enter it for internal tracking and process improvement and put note in comments box*

Did patient/representative request a formal complaint be filed? ☐ Yes

Is the incident entered for internal tracking for process improvement? ☐ Yes ☐ Unknown

Next

***Any COVID-19 incident involving an employee exposure to COVID-19 should be entered via the COVID-19 Reporting Survey on the LM Home Compliance Page. Please do NOT enter Employee COVID incidents into this system.***

Next

Date of Incident / Complaint	(Select Date)
Did this incident involve a possible violation of protected health information (PHI)?	(Select from Dropdown)
Incident / Complaint Category	(Select from Dropdown)
Description of Incident / Complaint	_____
Investigation Details	_____
Investigated By	_____
Incident / Complaint Supporting Documents	(Add files here)

[Save & Submit](#)



# Compliance Guidelines

The following guidelines are intended to clarify what it means for a caller to be an “authorized contact” as well as provide additional information regarding HIPAA compliance.

## Authorized Caller:

*Authorized Callers* are legal representatives for the patient who can both provide and receive information on the patient’s behalf. These individuals may be given information such as:

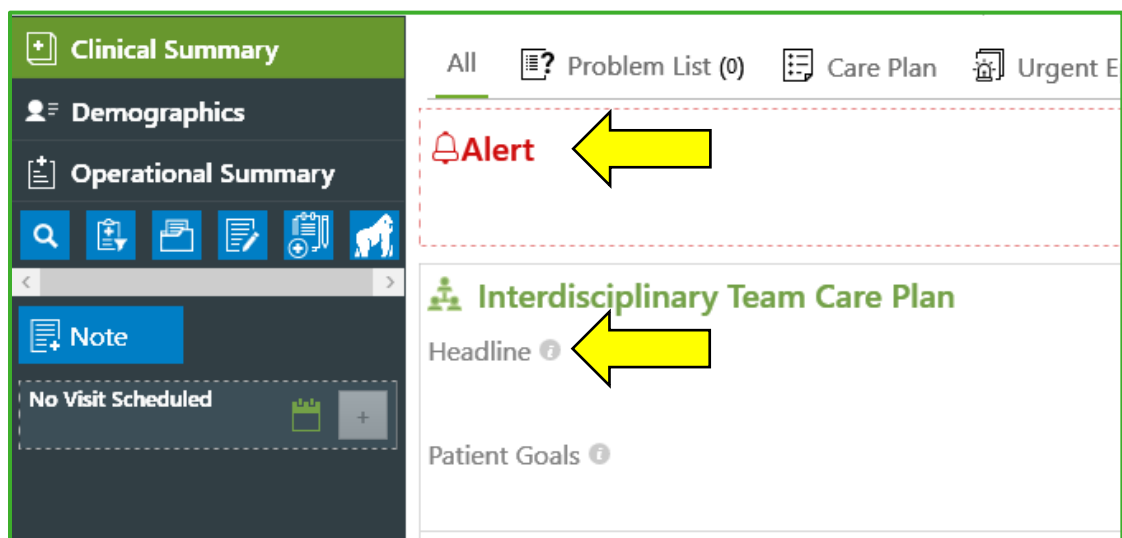
- Appointment dates / times.
- Patient’s address information.
- Patient’s contact information.
- Patient’s engagement / enrollment status with Landmark / Optum Home Health.
- Previous messages left for the patient, or contact attempts to reach the patient.
- Any other form of Protected Health Information (PHI)

### Training Tip:

If a caller is unauthorized. We are encouraged to obtain an authorization, or an ongoing authorization, from the patient, if the patient can provide one at that time. See the “[Call Flow Transfer Process](#)” section for more information.

You can find authorized callers listed in the patient’s chart in Ubiquity under:

- Clinical Summary (*Alerts or Headline sections*).



- Demographics (*Contacts* section or *Phone Numbers* sections).

Phone Number	Phone Type	Received Consent to Text Message	Phone Status	Notes
(614) 486-4431	Home		Reachable	

**Contacts**

Previous Address

Previous Name

(Check the “Notes” section under Phone Number listings as some Authorized Callers may appear there).

- Uploaded (scanned) consent forms in the chart’s documents.

**Clinical Summary**

**Demographics**

**Operational Summary**

**Note**

No Visit Scheduled

**Medical Record**

- Lab Report
- Medical Record
  - Clinical Pictures
  - Consents**
  - Current PCP Records
  - Demographic and Insurance Information
  - General Correspondence

### Example – Who are Authorized Callers

- Individuals specifically listed as contacts on the patient’s chart
- Power of Attorney
- Legally-designated caregivers or guardians

**Unauthorized Callers:**

*Unauthorized Callers* may call to request medical assistance for a patient, or report a change in condition for the patient, but they CANNOT be provided with any Protected Health Information (PHI).

**Attention – Unauthorized Caller Communication**

UNDER NO CIRCUMSTANCES SHOULD PROTECTED HEALTH INFORMATION BE SHARED WITH AN UNAUTHORIZED CALLER!

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

**Example – Who are Unauthorized Callers**

- Family, friends, or neighbors who are not listed in the patient's chart as authorized contacts and no legal documentation to support an Authorized Caller status.
- Pharmacists or medical equipment providers.
- Assisted Living Facility Staff.
- Previous Authorized Callers who have been removed from the patient's chart.

**Clinical Care Conditions:**

Although these individuals are not privy to PHI, they can request medical assistance on behalf of patients. Therefore, the Call Transfer Flow Process is not altered when we are contacted by an Unauthorized Caller.

If an Unauthorized Caller indicates a clinical concern for the patient, please follow the clinical call transfer flows.

**Attention – Clinical Care**

WE CANNOT DENY CLINICAL CARE TO OUR PATIENTS REGARDLESS OF THE CALLER'S AUTHORIZATION STATUS!

**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

