



2/25/2021

Discharge Planning Requirements

Dear Provider,

Cigna's STAR+PLUS/MMP is committed to staying in compliance with Centers for Medicare and Medicaid Services (CMS) and State regulations. In 2019, the Centers for Medicare and Medicare Services ("CMS") released the final rule on discharge planning requirements (the "Final Rule") in an effort to empower patients to be active participants in the discharge planning process and complements efforts around interoperability that focus on the seamless exchange of patient information between health care settings by revising the discharge planning requirements that Hospitals (including Short-Term Acute-Care Hospitals, Long-Term Care Hospitals (LTCHs), Rehabilitation Hospitals, Psychiatric Hospitals, Children's Hospitals, and Cancer Hospitals), Critical Access Hospitals (CAHs), and Home Health Agencies (HHAs) must meet in order to participate in the Medicare and Medicaid programs.

This final rule also implements discharge planning requirements which will give patients and their families' access to information that will help them to make informed decisions about their post-acute care, while addressing their goals of care and treatment preferences, which may ultimately reduce their chances of being re-hospitalized. It also updates one provision regarding patient rights in hospitals, intended to promote innovation and flexibility and to improve patient care.

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In order to implement this Discharge Planning Process, Cigna's STAR+PLUS/MMP staff is to ensure every member receives a 3 day post discharge follow up call. Therefore, the facility needs to provide Cigna's STAR+PLUS/MMP with member discharge summary within that given time frame.

Please also refer to the **Utilization Management** section of your current Cigna's STAR+PLUS/MMP agreement and the **Discharge Planning** section in the current Provider Manual as a reference to this policy.

If you have questions regarding the implementation of this change, please contact your Provider Relations representative or the Cigna's STAR+PLUS and Cigna's CarePlan Provider Services at 1-877-653-0331, Monday through Friday, from 8 a.m. to 5 p.m., Central Time.