The Minnesota Department of Human Services (DHS) has modified/updated its Notice of Action (DTR) Policy for Managed Care Organizations (MCOs), including PrimeWest Health.

- A DTR is only required for the following situations:
  - The member is found ineligible for mental health targeted case management (MH-TCM) during the eligibility screening process
  - The member no longer meets the eligibility criteria and does not agree with this finding

- In the event a member and his/her county case manager mutually decide that the member no longer needs case management services due to the resolution of symptoms/attainment of goals, the county case manager will document the following in either the member’s case notes or on the Care Plan/Integrated Children’s Service Plan/Individual Family Service Plan (ICSP/IFSP):
  - Documentation of discussion and successful completion of MH-TCM plan
  - PrimeWest Health’s phone number in the event the member needs other PrimeWest Health or MH-TCM services in the future

The member receives a copy of the aforementioned information from his/her county case manager, who also faxes the completed MH-TCM Notice of Action form to PrimeWest Health.

- In the event a member refuses MH-TCM services or requests that the MH-TCM services end, the county case manager will communicate in writing, in either the member’s case notes or current IFCSP/ICSP, that MH-TCM is ending at the request of the member.
  - The county case manager will complete the appropriate areas of the MH-TCM Notice of Action form indicating why this action is being taken and fax the completed form to PrimeWest Health at 1-866-431-0804 within one business day. Upon receipt of the form, the PrimeWest Health care coordinator will mail the following to the member:
    - A letter reflecting that the case was closed due to member request (PW_3010_335). The letter includes information about how to access MN-TCM services in the future, if needed, and how to contact PrimeWest Health.
    - A copy of PrimeWest Health’s Member Rights

- In the event that no face-to-face contact has occurred between the county case manager and the member during the past 90 days for children or 180 days for adults, the county case manager will need to indicate this in the appropriate areas on the MN-TCM Notice of Action form and fax the completed form to PrimeWest Health. Upon receipt of the form, the PrimeWest Health care coordinator will do the following:
  - Send the member a “PrimeWest Health no contact letter” (PW_2010_332) after no more than 95 days (child) or 185 days (adult) have passed, stating that there has been no face-to-face contact. The letter will contain the following:
    - How to contact the county case manager
    - Who to contact at PrimeWest Health for information or help
    - A statement that MH-TCM will end if no contact occurs within 10 calendar days from the date of the “no contact letter”
  - If NO contact occurs within 10 calendar days of the date of the first letter, the PrimeWest Health care coordinator will contact the county case manager to confirm that the county case manager has not been
contacted by the member. If the member has not been in contact, the PrimeWest Health care coordinator will send the member a second letter (PW_2010_334) stating that MH-TCM services for the member have ended. This letter will be sent with a copy of PrimeWest Health’s Member Rights and will contain the following:

- A statement that MH-TCM is ending on <<date of 10 calendar days after the “no contact letter” was sent>> because the member did not respond to the initial letter within the set time frame
- A statement that termination of MH-TCM services is required by MN Rules part 9520.0924, item D or E
- Information on how to access MH-TCM in the future, if needed
- PrimeWest Health contact information

  o Ensure documentation and communication in the member’s IFCSP/ICSP and/or case notes indicate that the county case manager has determined there has been no contact during the designated time

• The PrimeWest Health care coordinator will send a copy of all letters he/she sends to the member regarding MH-TCM services to the MH-TCM county case manager for documentation purposes.