

Diligent Search Activities Table for HHSC

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Diligent Search Activities
Notify consented MCO and HH of the member's disengagement (required in Month 1)
Self-Consenting Children: Successful in person visit with a different Care Team member each month (required in all months)
Non-Self Consenting Children: Successful in person visit with parent, guardian or legal rep (required in Month 1), successful in person visit with a different Care Team member than in the prior months (required in months 2 and 3)
Attempted in person visit with client
Search of External Clinical Databases (<i>Healthix, PSYCKES, etc.</i>)
Online database search (<i>WebCrimis, DOC Inmate Look Up, National Missing and Unidentified Persons Database, etc.</i>)
Contact with the Office the Chief Medical Examiner (OCME)
Contact with consented family or emergency contact
Contact with consented government agencies (<i>Department of Homeless Services, H+H-Correctional Health Services, Division of Probation or Parole, Administration for Children's Services, Adult Protective Services, etc.</i>)
Contact with consented treatment providers

REMEMBER:

You should continue attempting to contact the member via phone/letter/text*/email* as needed to re-engage them, but these are not billable Diligent Search activities, these are part of Standard Outreach and Engagement.

Before you can bill for diligent search (DS) efforts, the client's "Disengaged" status must be clearly documented, and the segment must be Pended for Diligent Search.

Once a client's status has been document as "Disengaged", the CM **must provide a minimum of three Diligent Search Activities** in that calendar month. They should be varied, progressive, and appropriate to the client's needs.

Notification to the HH/MCO must be done in M1, and documented in an Encounter Note (MCO), and in the Diligent Search HML (HH)

Diligent Search Activities may be done on the same day, or on different days...however, in order to bill for a Diligent Search month, there must be Diligent Search Activities done on at least three different days.

The majority of Diligent Search Activities do not have to be successful to be billable. For example, leaving a voicemail for an emergency contact that is not returned considered a billable Diligent Search Activity, whereas that would not be billable for any other Core Service type.

**Text/email communications are used only when in compliance with CMA Privacy Policies, and relevant State/Federal laws and regulations.*