



**POLICY LIST – CASE MANAGEMENT**

---

**SECTION 1 - ETHICS..... ETH**

MISSION .....CMS.ETH.01

PHILOSOPHY .....CMS.ETH.02

**SECTION 2 – PERFORMANCE IMPROVEMENT..... OPI**

PERFORMANCE MANAGEMENT ..... CMS.OPI.01

TRAINING AND DEVELOPMENT..... CMS.OPI.02

PERFORMANCE IMPROVEMENT PLAN..... CMS.OPI.03

CASE MANAGEMENT PRODUCTIVITY STANDARDS..... CMS.OPI.04

MEETING MINUTES ..... CMS.OPI.06

MEETING AGENDA ..... CMS.OPI.07

DEPARTMENTAL MEETINGS..... CMS.OPI.08

**SECTION 3 – HUMAN RESOURCE MANAGEMENT..... HRM**

ATTENDANCE ..... CMS.HRM.01

EMPLOYEE REQUESTS FOR TIME OFF..... CMS.HRM.02

MEDICAL CLEARANCE..... CMS.HRM.03

PERSONAL TELEPHONE CALLS..... CMS.HRM.04

EMPLOYEE PHOTO IDENTIFICATION BADGE..... CMS.HRM.05

**SECTION 4 – DEPARTMENT ORGANIZATION ..... ORG**

JOB LADDER – MS WORD® VERSION..... CMS.ORG.01

JOB LADDER - MS VISIO® DRAWING..... CMS.ORG.02

ORGANIZATION CHART – MULTI-LEVEL..... CMS.ORG.03

ORGANIZATION CHART – HIGH -LEVEL ..... CMS.ORG.04

ORGANIZATION CHART – MID-LEVEL ..... CMS.ORG.05

**SECTION 4.1 – JOB DESCRIPTIONS ..... ORG**

CASE MANAGEMENT SERVICES DIRECTOR ..... CMS.ORG.01

CASE MANAGEMENT SERVICES MANAGER..... CMS.ORG.02

CASE MANAGEMENT SERVICES SUPERVISOR..... CMS.ORG.03

CMS RESOURCE CENTER ANALYST I..... CMS.ORG.04

CMS RESOURCE CENTER ANALYST II..... CMS.ORG.05

CMS RESOURCE CENTER ANALYST III ..... CMS.ORG.06

CMS CASE MANAGER – REGISTERED NURSE..... CMS.ORG.07

CMS CASE MANAGER – SOCIAL WORKER ..... CMS.ORG.08

**SECTION 5 – REVENUE CYCLE MANAGEMENT..... RCM**

REVENUE CYCLE COMMITTEE..... CMS.RCM.01

KEY PERFORMANCE INDICATOR REPORTING ..... CMS.RCM.02

**SECTION 6 – UTILIZATION MANAGENT..... URM**

UTILIZATION MANAGEMENT COMMITTEE ..... CMS.URM.01

CASE MANAGEMENT UTILIZATION REVIEW PROCESS ..... CMS.URM.02

APPLICATION OF INTERQUAL™ CRITERIA..... CMS.URM.03

PHYSICIAN ADVISOR REFERRALS ..... CMS.URM.04

DETERMINING APPROPRIATE PATIENT STATUS..... CMS.URM.05

**SECTION 7 – DISCHARGE PLANNING ..... DCP**

TRANSITION AND DISCHARGE PLANNING ..... CMS. DCP.01

TRANSITION AND DISCHARGES OF MEDICARE PATIENTS..... CMS. DCP.02

---



## POLICY LIST – CASE MANAGEMENT

---

|   |             |
|---|-------------|
| <b>SECTION 8 – DENIAL MANAGEMENT AND PROCESSING .....</b> | <b>DEN</b>  |
| DENIAL MANAGEMENT AND PROCESSING .....                    | CMS. DEN.01 |
| APPEAL PROCESSING .....                                   | CMS. DEN.02 |
| <b>SECTION 9 – REGULATORY COMPLIANCE .....</b>            | <b>REG</b>  |
| COVERAGE NOTICES FOR MEDICARE PATIENTS .....              | CMS. REG.01 |
| MEDICARE OUTPATIENT OBSERVATION NOTICE.....               | CMS. REG.02 |
| STATUS CHANGE PROCESSING.....                             | CMS.REG.03  |
| <b>SECTION 10 – FORMS AND TEMPLATES.....</b>              | <b>REG</b>  |
| POST-DISCHARGE SERVICES ORDER FORM .....                  | CMS. FRM.01 |
| POSE-DISCHARGE SERVICES CHANGE FORM .....                 | CMS. FRM.02 |