Action Health Partners Pathways Community HUB
PATHWAYS COMMUNITY SPECIALISTS

DUE DILIGENCE / SERVICE DELIVERY EXPECTATIONS
(POLICY & PROCEDURE: PP-AHP-PCH-G-07)

POLICY:

It is the policy of Action Health Partners Pathways Community HUB to identify and define expectations for the Due Diligence process.

Responsibilities for the steps of due diligence are to be identified for:

- Action Health Partners Pathways Community HUB Personnel
- Community Specialist Services Agencies (CSSA)
- Pathways Community Supervisors/Specialists (PCSs)

DUE DILIGENCE:

Due Diligence is the process of interaction between the Pathways Community HUB Personnel and the referred client(s) that results in either enrollment or disenrollment in the program, or removal from the eligibility list due to no response received from the client after appropriate attempts to make contact are made.

A. Process of Due Diligence:
    a. Once Action Health Partners receives a referral they will assign the client to the CSSA using smart assigning. This will be done within two (2) business days of the HUB receiving the referral.

    b. The CSSA Supervisor will then assign the client to the PCS within five (5) business days from the time they receive the assignment.

    c. The PCS has two (2) business days to make the first-attempt at contact and provide documentation in the CCS platform.

    d. If the initial contact attempt is unsuccessful, the PCS is to make at a minimum, three (3) additional attempts within thirty (30) business days to try and establish contact.

B. These attempts should be made by:
    a. Using two (2) different methods of communication;
    b. On three (3) different days of the week; and
    c. At three (3) different times of the day.
    d. Over the course of one (1) month from date PCS Supervisor receives referral from Action Health Partners

C. Acceptable contact attempts include:

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a. In person (e.g. ED, Clinic, client(s) home, or meeting place agreed on);
b. By phone
c. By mail using a Pathways HUB approved Introduction Letter and/or Attempted to Make Contact Letter;
d. By cold visits to the client's home if deemed safe; and/or

D. Each attempt is required to be documented in the CCS platform under "Contact". Elements to be included:
   a. Attempt number;
   b. Contact method used;
   c. Date of contact attempt;
   d. Time of contact attempt; and
   e. Disposition (e.g., successful, unsuccessful due to: wrong number, message left, etc.)

E. If unable to make contact after following the Due Diligence process defined above, the PCS is to notify their Supervisor within one (1) business day. The PCS Supervisor is to assign the client(s) to the Pathways HUB Manager 1 Care Coordinator. This notifies the HUB that Due Diligence has been completed for the CSSA responsibility.

F. Pathways Community HUB Personnel will then complete their steps of Due Diligence process outlined below:
   a. Verify that three attempts have been made within the thirty (30) day period and proper documented is in the client notes.
   b. If Due Diligence is fulfilled, a final Due Diligence letter will be sent via mail and documented in the CCS system of letter being sent to the last known address for the client.
   c. If after thirty (30) business days Pathways Community HUB Personnel does not hear from the client, the client will be discharged out of the system and noted as "unable to locate" in the CCS Platform.
   d. In the event the client does respond to the letter and requests to be in the program, the Pathway Community HUB Personnel is to send a referral for the client to the appropriate CSSA.
   e. If the client does respond to the letter and opts out of the program, Pathways Community HUB Personnel is to discharge the client from the system and note as "opt out, per client request" in the CCS Platform.

G. If it is found that due diligence is not fulfilled Pathways Community HUB Personnel is to notify the PCS Supervisor and reassign the client to the CSSA for the Due Diligence process to be completed.

H. For Previously engaged clients:
   a. If the client is a no-show, leaving a door hanger on the door of the address provided will be considered the first attempt of the Due Diligence process.
   b. The due diligence process will be followed as outlined above in attempt to reengage clients.

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c. In the case that an initial attempt has been made, following a client no show, the due diligence process may begin after one month of attempted contacts to meet the monthly face-to face visit requirement.

SERVICE DELIVERY EXPECTATIONS:

A. Once the initial contact is made the PCS will provide an explanation of the Pathways Community HUB program to the client. The PCS is to schedule a face-to-face meeting with the client to pursue enrollment into the program.

a. If the client is a determined to be an eligible candidate, for the Pathways Community HUB program the PCS is to proceed with engagement and enrollment. (PCS is to assist the client with accessing resources for the most emergent needs (e.g. making appropriate phone calls, scheduling appointments, and writing down necessary information to encourage client follow through).
The following steps are to take place:

1. Conduct a face to face meeting with the client and complete the following:
    a. Sign a Release of Information (ROI) form;
    b. (FORM: F-AHP-PH-G-01);
    c. Sign a consent form; and
    d. upload all proper documentation into the CCS system

2. Fill and complete the following in the CCS Platform, "Initial Checklist" and "Client Profile" with the client. The PCS must complete 80% of both the "Initial Checklist" and "Client Profile" forms to change the client the client status to "Enrolled".

3. Complete the initial PAM and PHQ9

4. The PCS is to document by way of note in the CCS Platform explaining the visit and identifying client goals and pathways opened.

5. Once the PCS received consent for participation from the client, the PCS and client are eligible to discuss and prioritize the most emergent issues, identify and agree on the desired outcomes for each. Once identified, the PCS is to then assign correlating pathways for each risk factor.
    a. An Education pathway should be initiated, documented, and completed every time the client is contacted and engaged by any method of defined communication by Action Health Partners.

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