

COVID-19 DISCHARGE PLANNING CHECKLIST

The COVID-19 pandemic has placed unprecedented strain and burden on our health care system. BlueCross BlueShield of South Carolina Health Care Services would like to partner with you to ensure a quality health care experience for our members hospitalized with conditions related to COVID-19. We can do this by identifying discharge needs, overcoming barriers and preventing unnecessary readmissions.

Please contact us for assistance and support with discharge planning and needs by calling the number on the back of the member's ID card. Prior authorization may be required for some of the services listed below.

Discharge Destination

- Home
- Skilled nursing facility (SNF)
- Long-term acute care (LTAC) facility
- Rehabilitation facility

Prior to Discharge

- Identify the primary caregiver/guardian for the member.
- Communicate patient information and the caregiver situation with appropriate personnel before transfer to another facility.
- Identify transportation needs to get the member to a lower level of care or home. Identify any issues with location or distance.
- Get prior authorization for durable medical equipment, lower levels of care, etc.

Caregiver Support

- Is family willing and able to provide care after discharge? Has the caregiver received training?
- Does the member/family know what signs/symptoms he or she should report immediately to the doctor?
- Does the member/family know who to contact with questions/concerns?
- Have you discussed the caregiver situation with the SNF, LTAC facility or rehabilitation facility prior to the member's discharge from the hospital?
- Does the primary caregiver/family/guardian have any issues or concerns following discharge?
- Has the family/caregiver received information about community or other resources that are available for support?

Medications

Does the member and/or family understand the medication regimen (dose, frequency, reason for taking, side effects, drug interactions, etc.)?

Do you have availability to dispense medication to the member prior to discharging home?

Are there any barriers or issues with distributing or accessing medication?

Does the pharmacy provide home delivery, online refills, or medication review and counseling?

Is the member able to get new medications filled promptly?

If applicable, has education regarding any prescribed self-injectable medications been provided to the member?

If the member requires lab work on a routine basis to manage medication dosage, has the member been educated on the time frame to follow up?

Durable Medical Equipment

Oxygen

Wheelchair or other assistive devices

Other special equipment

Are there any issues with providers supplying device/equipment/supplies?

Can the provider deliver equipment promptly?

Home Care

If home health care (HHC) is required, are there any problems finding an agency to provide care?

When will an HHC evaluation take place?

Will the member have home or outpatient physical, occupational or speech therapy?

Are there any concerns about safety at home/mobility?

Are there transportation needs?

Are there nutrition needs?

Are there emotional/mental health needs?

Does the member have a primary care physician?

Have you discussed the importance of scheduling follow-up appointments with appropriate doctors or the primary care physician?

What resources and organizations are available for the member/family (transportation, meals, support groups, financial assistance, counseling, etc.)?

Are there COVID-19 testing sites or clinics nearby?



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