



Guidelines: Reviewers/Vendors, External/On-Site Visits – Case Management Guidelines

Effective: 08/11/20

Identifier: S-CM-PC-0117G

Acute Care: ENC GR LJ MER SHAS

For hospital requirements, see Related Policy “Access to Patient Care Facilities, Non-Employee Requirements for”, [S-FW-EC-1157](#)

These guidelines provide department specific information for Case Management staff for managing/directing non-hospital personnel/external reviewers/vendors*

* *Vendors include, but are not limited to, representatives of: Rehab, Subacute, Skilled Nursing, Board and Care, Assisted Living Facilities, Home Health, Home Care, Infusion or Durable Medical Equipment Agencies.*

Instruct external reviewers/vendors as follows:

1. Complete requirements as per Scripps policy “Access to Patient Care Facilities, Non-Employee Requirements for” [S-FW-EC-1157](#)
2. Register in Scripps Health RepTrax
3. With each site visit - *prior to chart review and/or entering patient care areas*:
 - Provide proper identification and wear a nametag with name and agency represented.
 - Obtain Scripps Health vendor badge through RepTrax (or Case Management office).
 - Report to Case Management office for appropriate processing / directions.
 - For access to a patient area, patient record and/or patient interview, vendor must have the ECIN referral or ECIN referral number when checking into Case Management office.
 - Case Management staff must review ECIN referral or ECIN referral number presented and verify that patient is still in the hospital.
 - All patient information needed by the reviewers/vendors is obtained through communication with Case Management staff, staff physicians, or the patient/family.
4. Any benefit determination changes are communicated to the appropriate personnel.
5. Manage patient information from any source as confidential to be used solely for review of treatment, payment, and authorization of services.

ATTACHMENTS

Case Management Outside Reviewer Sign In

RELATED PRACTICE DOCUMENTS

Health Information, Access, Use and Disclosure, [S-FW-IM-0203](#)

Access to Patient Care Facilities, Non-Employee Requirements for, [S-FW-EC-1157](#)

SUPERCEDED

Reviewers/Vendors, External/On-Site Visit; S-CM-PC-0117, 06/17



CASE MANAGEMENT OUTSIDE REVIEWER SIGN IN

DATE	BADGE ~ OUT	BADGE ~ IN	BADGE ~ #	NAME	COMPANY