

Provider Practice Transformation Academy



Access Line Tips For Discharge Planning

800-510-9132

The Alliance Access and Information line is available 24/7 to provide clinical home information and arrange aftercare appointments for discharging members.

Every call that comes into Access Line must be logged. The caller will be asked to provide their name and contact number as well as the member's name and date of birth.

Calling for Clinical Home Information

Access Line staff do not need to speak directly with the member to provide clinical home information.

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The information presented by Alliance Health above is for informational purposes only. It is not intended for use in lieu of state guidelines or service definitions nor is it to be used to guide individualized treatment. Please refer to your Medicaid contract for additional details.

Calling for Aftercare Appointment

Hospital staff may choose to have the member present for the call, but it is not necessary. If a member is present, safety questions must be assessed and escalated to a licensed clinician, if indicated.

Access Line staff need the following information in order to schedule an aftercare appointment:

Address	Insurance	Discharge diagnosis	Date of next injection (if applicable)
Phone	Dates of hospitalization	Discharge medication	Amount of discharge meds/RX
County	Reason for admission	Injection (Y/N)	Outpatient commitment (Y/N)

Access Line staff will provide choices for appointments and schedule the appointment.

For questions or concerns about other services allowed and/or those in your provider contract, please contact your provider networks specialist.