



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.

Continued

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.