

KP External Provider Visits and Documentation

We appreciate your work with KP members to provide the best possible quality care.

It is important that you know:

When a need for treatment with individual therapy is identified, a patient is screened to ensure they are clinically appropriate to refer to an outside provider.

- ❖ You are responsible for administering the Treatment Process Indicator (TPI) the first session and each subsequent session.
- ❖ During the first appointment please orient the patient to the TPI and Feedback Informed Care (FIC).
- ❖ You are also responsible for uploading the Intake notes within 48 hours of the Intake session.
- ❖ Discussion of graduation should start at the first session and be discussed frequently during treatment to establish and normalize the expectation of progress and improvement.
- ❖ Treatment plans should be documented within the Initial Evaluation and include Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals.
- ❖ Follow-up sessions should include a review with the patient of the **TPI at the beginning of session**.
 - Review progress graph with patient at every session.
 - Ensure patient's perception of their own level of distress is consistent with the TPI scores.
 - Review Therapeutic Alliance questions at each session.
 - If there is not progress, make sure you try something different as early as possible.
 - If there is progress, and patient has achieved benefit or has reached a plateau, consider decreasing session frequency and graduation.
- ❖ When discharging a patient, please enter and submit a discharge summary within 48 hours on Lucet.

You would consider submission of a discharge summary when:

- ❖ The patient has met goals and completed treatment.
- ❖ The patient has missed appointments without notice. If after attempting to contact the patient, they have not responded, you would submit the discharge paperwork.
- ❖ The patient is planning to take a 4-week or more break from therapy; this may be a time for patient to complete the episode of care and patient can return if needed.
- ❖ If you do not have a next scheduled appointment – anticipating that patient will not need to return.

Patients returning to treatment:

If a patient returns for treatment within 4 months of the last session, **and** within a year of the **original referral** (or appointment), services can resume. However, if greater time has elapsed, the patient must call the local KP Behavioral Health call center for screening and a new referral. **This call also helps to ensure the insurance coverage is appropriate to your practice.**

There is no guarantee that screening will indicate an external referral. The provider must have availability on Lucet to have patient booked with them. Providers can utilize the HOLD in Lucet for a returning patient to be scheduled for an intake if the patient is eligible for an external referral.

A note about insurance:

- ❖ It is the provider's responsibility to verify insurance prior to each session.
- ❖ You must be Medicare credentialed to see Medicare patients.
- ❖ Currently, Medicare patients are not able to be seen by LMFT's.
- ❖ You must be Medi-Cal credentialed to see Medi-Cal patients.

If your patient's insurance has changed, please let us know so we can connect them with an appropriate provider.