



## PATIENT NAVIGATION GUIDELINES

You have identified that a woman is on Medicaid Expansion or has other health-care coverage. In order to receive reimbursement for patient navigation

Need to have at least 2 separate contacts with the woman that could include:

### 1. Initial Call:

- Calling her to establish that she wants patient navigation services, identifying the services needed and encouraging client to make an appointment if screening is due and/or call you with the appointment date if screening is due

### 2. Appointment Reminders:

- If client hasn't called back with the appointment date:
  - Calling her to see if she scheduled an appointment or
  - Sending a reminder letter to encourage her to make an appointment to get breast or cervical cancer screenings
- If screenings were not due at time of initial call:
  - Sending a letter or card to encourage her to make an appointment to get screened before screening due date
  - Calling her to remind her that screening(s) are due soon and encourage her to make an appointment
- Conduct calls for to remind client of scheduled appointment and to reinforce importance of keeping the appointment

### 3. Adherence and Results

- Client calls to let you know when and where screening(s) are taking place
- Arrange screening appointment for client
- Track appointment adherence and results (i.e., get I&V back from provider and enter into CaST)

Enter this information into the *Patient Navigation Contact Tracking* form and complete the *Request Payment* column with an "X" if applicable and submit tracking form to State office when submitting I&Vs. Reimbursement will occur at the rate of \$143. After you have reconciled the RFR, change "X" to paid. This tracking form is structured to reflect a continuous, ongoing record of women receiving patient navigation services and needs to be submitted monthly.

### 4. How to Complete I&V and DX Forms for Medicaid Expansion Clients

- Please write MEDICAID EXPANSION on the top right corner
- Please complete top as usual but make sure to check Health Insurance Coverage "YES" (below #12)
- Under Breast/Cervical Procedure History (below #14a for breast/below 25b for cervical) please check "NONE" for the following test will be paid by *Women's Way*
- It will probably help the provider if you highlight the test and result area that you want completed.

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### **For the non-adherent *Women's Way*, Medicaid Expansion or other health-care coverage client:**

- Document at least 3 contacts for these women who have not followed through with a screening. Contacts should occur over a period of time (minimum of 60 days). Reimbursement will occur at the rate of \$75.
- Submit tracking form as described above when requesting payment for patient navigation services
- If the woman then screens, submit I&V, and balance of screening fee will be paid.