

## Custodial Skilled Episode Letter Instructions

The purpose of this letter is to inform a member of the use of skilled nursing facility (SNF) benefits while the member is living in a long-term care facility. CarePartners of Connecticut members, who reside in a SNF as long-term care residents, have Care Managers who perform retrospective chart reviews. At times, skilled orders/treatments are identified. The Care Manager will use this letter to inform both the member and the facility of a medically necessary SNF episode, which is a CarePartners of Connecticut benefit. Care Managers can notify the Precertification Department of skilled episode admission and discharge dates.

**Note:** Care Managers who are employed by CarePartners of Connecticut will use the CarePartners of Connecticut letterhead. Care Managers employed by a medical group will send the letter on the group letterhead.

This letter will be updated annually to reflect any changes in member cost sharing.

### CARE MANAGER RESPONSIBILITIES

Upon determination that use of a member's skilled nursing benefit is appropriate:

1. Complete letter's first sentence:

We are writing to let you know the Skilled Nursing Facility services you received beginning on *[startdDate of skilled episode]* and ending on *[End Date of skilled episode]* from *[facility name/provider]* will be covered by your plan.

2. Print letter on appropriate letterhead (CarePartners of Connecticut or medical group letterhead).
3. Send to member/AOR and cc Skilled Nursing Facility.
4. Save in member record.