

Health Home – UPDATE

Ending the Health Action Plan (HAP)

When a Care Coordinator cannot locate a client with an open HAP the following steps should be followed:

1. Each Care Coordinator and CCO must use due diligence to locate and contact clients. This includes follow-up contact dates for face to face and telephonic check-ins after the HAP has been established
2. At times despite this due diligence, a Care Coordination Organization may be unable to locate a client after establishing a HAP.
3. In such cases, the End Date for the HAP should be the date of the last attempted contact with;
 - a. the client, either face to face, telephonically or electronically, or
 - b. a collateral contact for the client such as a family, friend, health or social service provider.
4. A progress note in the client's file must document the attempts to locate the client including date and names of contacts.
5. The HAP is then updated to reflect the status of each short and long term goal and action steps prior to closing the HAP and uploading it to OneHealthPort.
6. Select the reason for the End Date that most closely matches the client situation
 - a. Moved
 - b. No longer eligible