

Telephonic Support Services (TSS)

Description

Telephonic Support Services (TSS) is a MBH service that will be available for PMAP/MNCare members who have been discharged from TCM. This service could be used when the TCM feels that a particular client is more vulnerable than most and that having post discharge check-ins and support could be helpful. The TSS worker will check-in with the member to ensure they remain connected to services and assist with immediate needs. The TSS worker will provide monthly check-in calls for the first three months and then quarterly thereafter. Reassessment for the TSS service will occur every 6 months. TSS is not TCM or care coordination.

Referral Criteria

Member's with current Medica PMAP or MNCare insurance.

Member must meet the criteria for closing TCM services outlined in the *MBH TCM Discharge Criteria* handout;

AND:

The chronic nature of the member's illness and lack of formal/informal supports suggest that post discharge check-ins would support the member's continued stability.

How to refer a member to MBH TSS

The TCM worker will first get the permission of the member to be referred to the service. The TCM worker can then call the MBH TSS worker, Edward, directly at 1-800 548-6549 x 65273. The TSS worker will return the call within 24 business hours if a message is left. The TSS worker will ask the TCM some screening questions, listed below, to ensure that they are appropriate for the service. If member is accepted, an optional transition meeting is offered. TSS services will start within 10 days of the discharge notification.

Referral Screening Criteria

- Has the member met his or her goals?
- Is the member connected to providers/services?
- Are there outstanding issues for the member?
- Did the member agree to the service?

Transition Meeting

The TCM will offer an optional telephonic transition meeting will be offered to the member. This is an opportunity to have a transition conversation with the member, TCM worker, and MBH TSS worker. During this meeting the scope of the service will be discussed. However, this is not a requirement for a member to start TSS.