



Performance Driven. Patient Oriented.

Subject: Questionnaires
Policy: Operations ~ Eligibility
Applies To: All HCFS Employees
Effective Date: December 1, 2016
Revised Date:

PURPOSE:

To identify the current screening tool utilized to determine eligibility for a referred patient and the accepted practices. This tool is the *HCFS Primary Questionnaire* and it is used to determine a patient's (referral's) eligibility for the programs worked by HCFS.

PROCESS:

- **All facilities are required to complete the *HCFS Primary Questionnaire/ HCFS BJC Healthcare Systems Primary Questionnaire* unless otherwise noted in the facility's Protocol (The *HCFS BJC Healthcare Systems Primary Questionnaire* is used for BJC facilities only). Both questionnaires can be located on the Company's Portal by selecting the *Forms and Documents-Operations* hyperlink.**
- The form should be completed in its entirety. "Unknown" or "Unk" can be utilized if there is any information that the patient is unable to provide.
- If the question is not applicable to patient, then "N/A" can be written in for the response.
- If a questionnaire is not completed then the reason for it must be noted in the patient's account in the progress note of the account (under the *Account Update* of the account).
- **Questionnaires are valid for 30 Calendar days.**
 - If an account is referred to HCFS and it has been within 30 days since HCFS last completed a questionnaire with the patient, a new questionnaire does not need to be completed. The referred patient will still need to be contacted by HCFS to verify the reason for the visit. This is done to ensure that their condition has not deteriorated and that the patient is not eligible for disability or any other program.
 - If a patient returns to the facility as a new referral and has an existing account pending with HCFS then a questionnaire does not need to be completed. However, contact should be made with that patient to communicate: reason for visit (verify if current visit related to pending account), status of pending application, and/or obtain verifications or paperwork.

This Is The End Of This Section.