



Policy Title: Wound Care Management Program		POLICY #: 70.2.96	
		Line of business: ALL	
Department Name: Utilization Management	Original Date 6/18	Effective Date 5/19	Revision Date 12/18
Department Head: Sr. Director, UM 			Date: 3/21
Medical Services/P&T Committee: (If Applicable) PHP CMO 			Date: 3/21

PURPOSE

To establish the Blue Shield of California Promise’s (Blue Shield Promise) Wound Care Management program and to outline a process for Utilization Management staff to provide timely service to members.

POLICY

Blue Shield Promise Health Plan is committed to providing a comprehensive wound management program to its members through collaboration with its providers in order to minimize the development of wounds and/or to ensure the treatment received is promoting healing and preventing infection.

PROCEDURE

The Wound Management Program is performed as follows:

1. A member is identified to have a wound through the Utilization Management (UM) process (e.g. Inpatient, pre-service, LTC, CBAS, and Home Health).
2. Once a wound is identified the nurse and/or coordinator will proceed to forward a referral via the Case Management System (CCMS) to the Wound Care team for review.
3. Within 24 to 48 hours of the referral received by the Wound Care nurse will be reviewed.
 - a. The review will consist of the member(s) medical records, contact the member and/or their representative to schedule an in-person meeting; partner with our contractual agencies (e.g. SNF, Home Health, Hospital) to perform a conjoined visit.
4. The wound care nurse will provide treatment recommendation to the agency caring for the patient to seek feedback from the attending physician.
5. Blue Shield Promise will seek copy of pictures via the utilization exchange process from agencies that have policies in place to obtain wound care pictures, via patient/member consent.

REFERENCES

- Agency for Healthcare Research and Quality (AHRQ)
- CMS: Guidance to Surveys for Long Term Care
- Wound Ostomy Continence Nurses Society