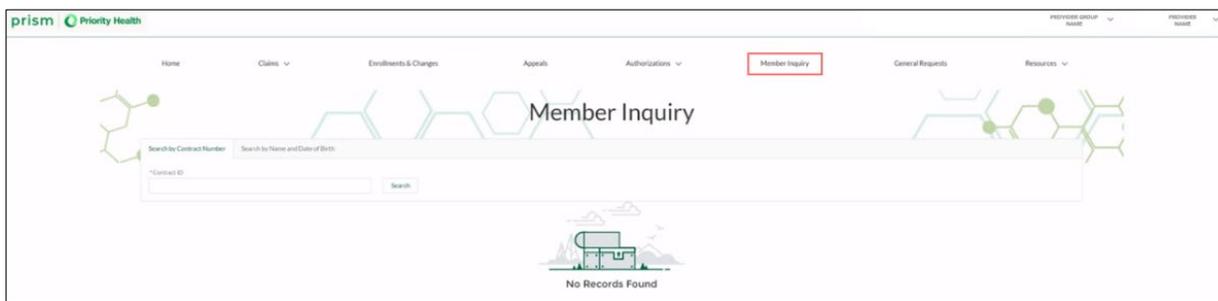


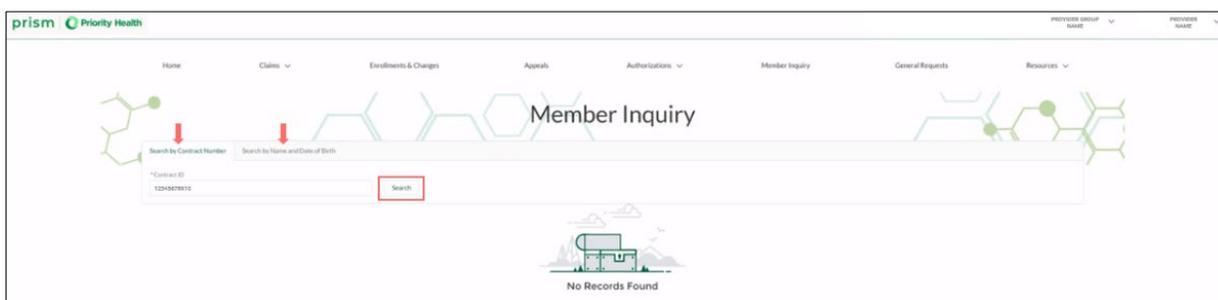
How to discharge a patient from their assigned PCP

Follow the steps below to discharge a patient from their assigned primary care provider (PCP). Be sure to [review the acceptable reasons for discharge](#) before proceeding.

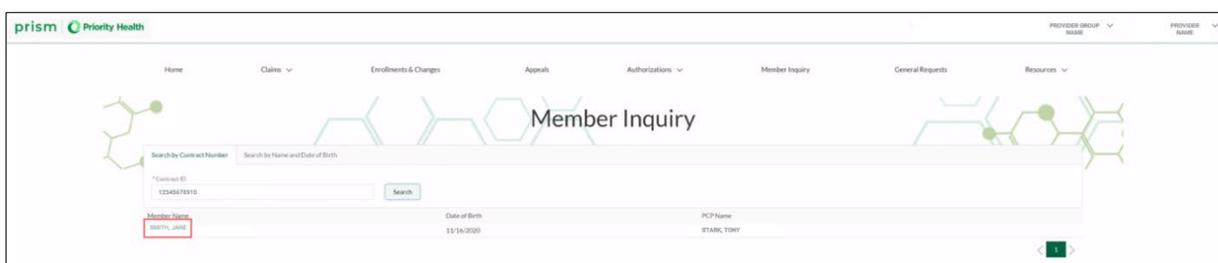
- 1 [Log into your prism account.](#)
- 2 Click **Member Inquiry** in the main menu.



- 3 Look up the member in question. Either enter their member ID under **Search by Contract Number** or toggle over to the **Search by Name and Date of Birth** tab to search there. Click **Search**.



- 4 Click the member in question's name.



Instructions continue on the next page.

- 5 Verify that the current coverage term and the contract number for the plan type to be discharged are selected.

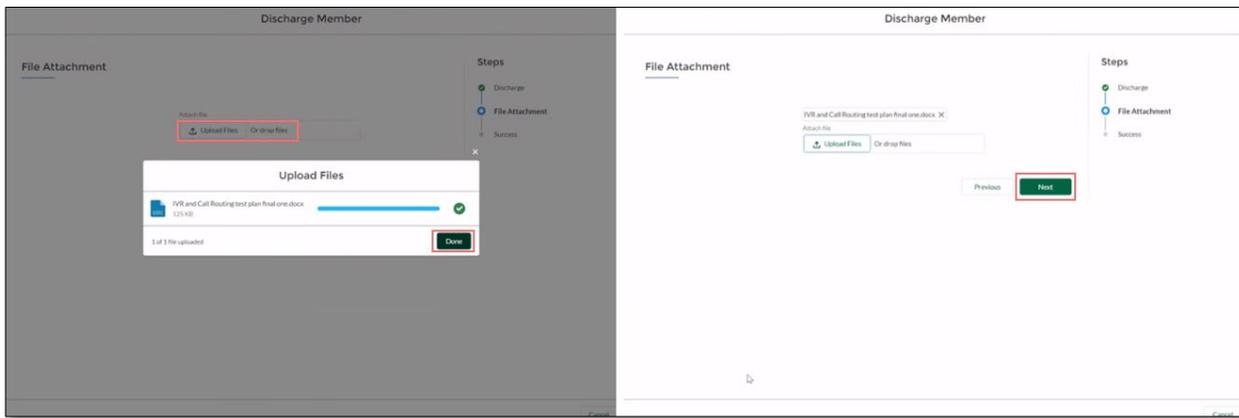
- 6 Click the **Discharge Member** button.

Can't click the Discharge Member button? There are a couple reasons the button may be disabled and discharge isn't possible:

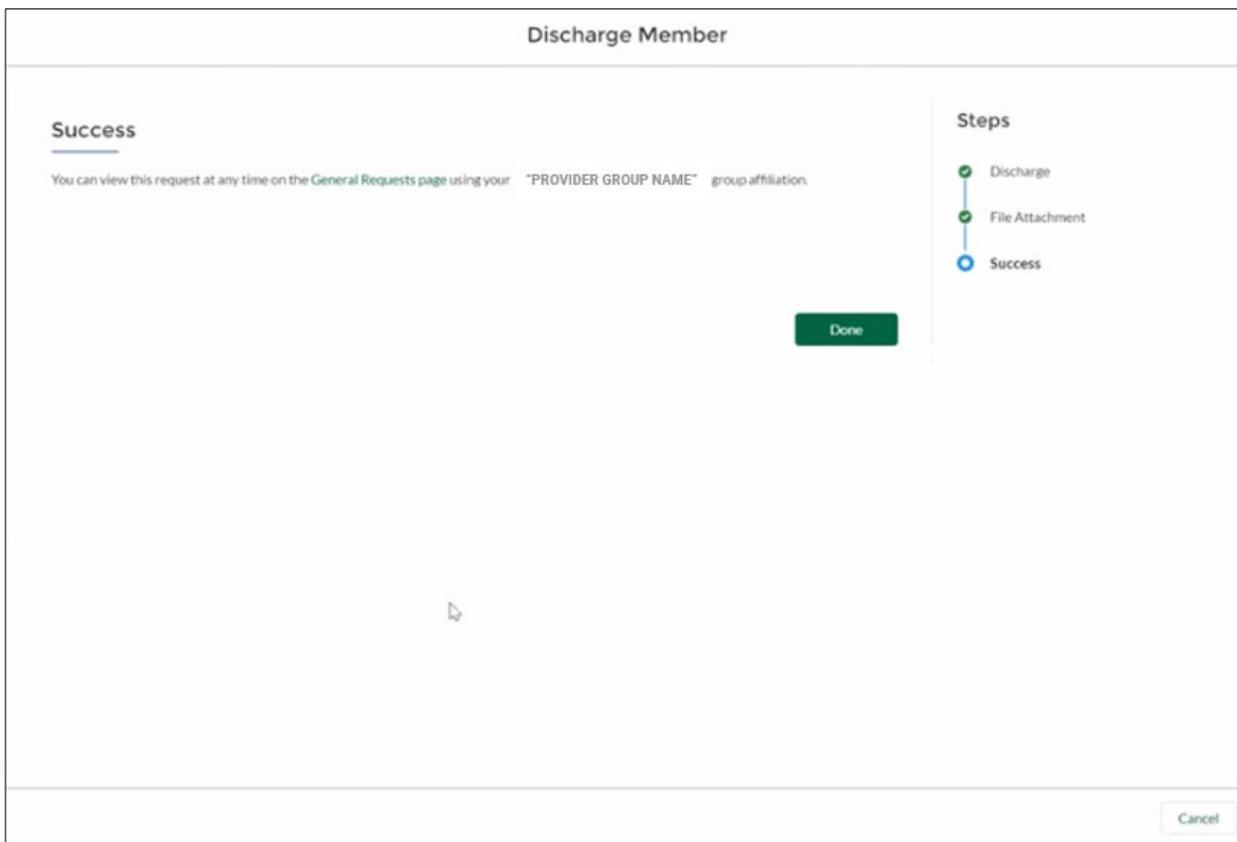
1. Your prism account isn't connected to the member's PCP practice group.
2. The member doesn't have an assigned PCP on file.
3. The member's plan is inactive or set for a future date.

- 7 On the resulting pop-up, select the reason for discharge and the date of discharge. Click **Next**.

- 8 Attach documentation supporting the member discharge (this is required). Click **Done**, then click **Next** in the File Attachment window.



You'll see a Success message confirming the member discharge submission.



What happens after a discharge request is submitted?

You can review the request in the **General Requests** section of prism.

When the discharge is complete, the inquiry's Status column will say **Closed**.

Inquiry ID	Member	Provider Group	Date Submitted	Service	Category	Status
0000000001	Provider Name	PROVIDER GROUP NAME	2023-01-01	Member Discharge	Discharge member	Open
0000000002	Provider Name	PROVIDER GROUP NAME	2023-01-02	Member Discharge	Discharge member	Open
0000000003	Provider Name	PROVIDER GROUP NAME	2023-01-03	Member Discharge	Discharge member	Open
0000000004	Provider Name	PROVIDER GROUP NAME	2023-01-04	Member Discharge	Discharge member	Closed