

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.

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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.

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4 Click the member in question's name.

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	P	Search by Contract Number	Search by Name and Dute of Birth		Mem	ber Inquiry				
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		Member Name SMITH, JANE		Oate of Birth 11/16/2020		PCP Nar ITARK, 1	ne FONY			
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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.

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Kasara	•	SH.		Mer	mber Details		. <u> </u>		
Member Name SMITH, JANE			Date of Birth 11/26/2020	Age 3	Genter M				
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Solution Technologies Statement Performance	a 11/2023 v nt coverage.	Select Contract Number 123455728110 ¥	Discharge Member Cost Ex	inter					
Plan Information									
Contract Number 12345678910			11gb 3/12	lity Begin Date 221		Plan Renewal Date 10/1/2024			
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6 Click the **Discharge Member** button.

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Member Name SMITH, JANE	Date of Birth 11/26/2020	Age 3	Gender M			
Address Line 1	Address Line 2		City	County	State	ZipCode
Select Contract Period Sel 26/01/2023 - 12/31/2023 *	Inst Contract Number 12345678919 V Discharge Member	Cost Estimator				
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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**.

Discharge Member											
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Discharging a Patient From Care		• Disch	orged D	ate						0	Discharge
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Unpaid Copayments or Deductibles								54		1	
Consecutive Repeated No-Shows								12	Next		
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						28	29	30			
		31	1	2	3	4	5	6			
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Instructions continue on the next page.



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

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

Discharge Member	
Success	Steps
You can view this request at any time on the General Requests page using your "PROVIDER GROUP NAME" group affiliation.	 Discharge
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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**.

