

Disenrollment from Care Connect Due to Inability to Contact the Recipient

A Care Connect clinic may disenroll a recipient from the Care Connect program when the clinic is unable to establish contact with the recipient or recipient's parent(s), provided all of the following criteria are met:

1. The recipient has been on the Care Connect clinic's caseload for at least 45 days.
2. The clinic has made an attempt to contact the recipient every 2 weeks during this 45-day period.
3. At least two different methods (ex. phone, mail) were used to try to contact the recipient.
4. All contact attempts are documented in the recipient's EHR notes.

If the above criteria have been met, the Care Connect clinic should complete the Decline to Participate form available at:

<https://dss.sd.gov/formsandpubs/docs/MEDSRVCS/MS123.pdf>.

On the form, please select "Other" as the reason for disenrollment and specify "No Contact."