How to Email the Palladian Member Outcome Form

Rather than filling out the Palladian Member Outcome Form in the office, you will now have the option to email the form to the member in advance. There are two ways to do this.

The first way to email the Member Outcome Form is from the Palladian home screen.

Step 1
From the Palladian home screen, navigate to Email Outcome Form to Member.

Step 2
There are two required fields – date of birth and member ID will need to be entered at the Member Search screen.
**Step 3**
Enter the provider name and member email address in the applicable fields shown below. This will send the Member Outcome Form without initiating an authorization.

![Email Outcome Form to Member](image)

**Step 4**
The member will then receive an email indicating that the provider would like them to complete the Member Outcome Form prior to their office visit.

![Hyperlink to Member Outcome Form](image)

In preparation for your office visit or procedure with YOUR PROVIDER, please complete your patient Outcome form, which can be accessed [HERE](#). This form is required before certain procedures can be authorized for coverage. The patient Outcome form must be submitted within 3 – 5 days prior to your planned office visit.

You may also print the form and return it to your provider by mail, fax, or in person. Please contact your provider for options if you choose not to complete the form online.
Step 5
When the member clicks on the hyperlink, they will be taken to the Member Outcome Form. The member will need to complete all questions and then click on “submit form.” The form is then stored on the provider portal for the authorization submission.

<table>
<thead>
<tr>
<th>SF-12 Outcome Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please completely fill in the ONE circle that best describes your answer.</td>
</tr>
<tr>
<td>1. In general, would you say your health is</td>
</tr>
<tr>
<td>- Excellent</td>
</tr>
<tr>
<td>- Very Good</td>
</tr>
<tr>
<td>- Good</td>
</tr>
<tr>
<td>- Fair</td>
</tr>
<tr>
<td>- Poor</td>
</tr>
</tbody>
</table>

The following questions are about activities you might do during a typical day. Does your health now limit you in these activities? If so, how much?

2. Moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf
   - Yes, limited a lot
   - Yes, limited a little
   - No, not limited
3. Climbing several flights of stairs
   - Yes, limited a lot
   - Yes, limited a little
   - No, not limited

During the past week, how much of the time have you had any of the following problems with your work or other regular daily activities as a result of your physical health?

4. Accomplished less than you would like
   - All of the time
   - Most of the time
   - Some of the time
   - A little of the time
   - None of the time
5. Were limited in the kind of work or other activities
   - All of the time
   - Most of the time
   - Some of the time
   - A little of the time
   - None of the time

During the PAST WEEK, how much of the time have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious)?

11. Have you felt downhearted and depressed?
   - All of the time
   - Most of the time
   - Some of the time
   - A little of the time
   - None of the time
12. Has your physical health or emotional problems interfered with your social activities (like visiting friends, relatives, etc.)?
   - All of the time
   - Most of the time
   - Some of the time
   - A little of the time
   - None of the time

How would you rate the severity of your main problem on a scale from 0 (not severe) to 10 (worst imaginable)?

13. Right now
   - 0
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10
14. On average
   - 0
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10
15. At its best
   - 0
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10
16. At its worst
   - 0
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10

Please complete all questions to continue.
The second way to email the Member Outcome Form is by initiating an authorization.

**Step 1**
Once you have completed the initial steps of an authorization, you will have the option to email the Member Outcome Form by selecting the button below.

Once you have emailed the Member Outcome Form, the form is available for 14 days before it expires and is deleted from view. After that time, it will be necessary to email a new request to the member, if that is the desired method. You may only send one Member Outcome Form per member, per hour.

**Viewing/Deleting Emailed Member Outcome Forms**
There are two ways to view the completed Member Outcome Form.

If the email requesting the Member Outcome Form was generated from the home screen, the completed form may be viewed by navigating to **Track Emailed Outcome Form** option.
While viewing Member Outcome Forms within the **Track Emailed Outcome Form** option, you can view complete and incomplete Member Outcome Forms that were emailed to the member from the home screen. You may also view incomplete Member Outcome Forms that were sent while completing an authorization. You may also use this screen to send reminder emails to the member or to delete the request when necessary.

If the email requesting the Member Outcome Form was generated while creating an authorization, only the **incomplete** Member Outcome Form can be viewed by clicking the above option. The **completed** Member Outcome Form can be viewed by navigating to the **Search Completed and Pending Authorization(s)** option.

While viewing Member Outcome Forms within the **Track Emailed Outcome Form** option, you can view complete and incomplete Member Outcome Forms that were emailed to the member from the home screen. You may also view incomplete Member Outcome Forms that were sent while completing an authorization. You may also use this screen to send reminder emails to the member or to delete the request when necessary.
If a Member Outcome Form was emailed in the process of generating an authorization, the completed form will appear within the authorization. You may use the on-screen search option to quickly locate the authorization and see the completed Member Outcome Form appear with the authorization.

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