

Health and Recovery Services Administration (HRSA)



Home Health Services (Acute Care Services)

Billing Instructions

ProviderOne Readiness Edition

[WAC 388-551-2000 through 2220]

About This Publication

This publication supersedes all previous Department/HRSA *Home Health Services Billing Instructions* published by the Health and Recovery Services Administration, Washington State Department of Social and Health Services.

Note: The Department now reissues the entire billing manual when making updates, rather than just a page or section. The effective date and revision history are now at the front of the manual. This makes it easier to find the effective date and version history of the manual.

Effective Date

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How Can I Get Department/HRSA Provider Documents?

To download and print Department/HRSA provider numbered memos and billing instructions, go to the Department/HRSA website at <http://hrsa.dshs.wa.gov> (click the *Billing Instructions and Numbered Memorandum* link).

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Important Contacts

Note: This section contains important contact information relevant to home health services. For more contact information, see the Department/HRSA *Resources Available* web page at: http://hrsa.dshs.wa.gov/Download/Resources_Available.html

Topic	Contact Information
Becoming a provider or submitting a change of address or ownership	See the Department/HRSA <i>Resources Available</i> web page at: http://hrsa.dshs.wa.gov/Download/Resources_Available.html
Finding out about payments, denials, claims processing, or Department managed care organizations	
Electronic or paper billing	
Finding Department documents (e.g., billing instructions, # memos, fee schedules)	
Private insurance or third-party liability, other than Department managed care	
Sending medical verification of visits, Plan of Care, and Change Orders during focused review periods	Quality Fee-For-Service Home Health Program Manager PO Box 45506 Olympia WA 98504-5506
Finding a list of Interpreter Agencies in my area	Visit Department/HRSA on the web at: http://hrsa.dshs.wa.gov/interpreterservices/
Home health policy or medical review questions	Home Health Program Coverage Home Health Program Manager Phone: 1-360-725-1570 FAX requests to: 1-866-668-1214
Long-Term Care (LTC) needs	Home Health needing LTC Exceptions FAX requests to: 1-866-668-1214
Home and Community Services (HCS)	Look in the front of the local telephone book or call the State Reception Line 1-800-422-3263 and ask for local HCS number.

Home Health (Acute Care Services)

Topic	Contact Information
Division of Developmental Disabilities (DDD) phone numbers	Region 1 1-800-462-0624 Region 2 1-800-822-7840 Region 3 1-800-788-2053 Region 4 1-800-314-3296 Region 5 1-800-248-0949 Region 6 1-800-339-8227
Pharmacy Authorization	See the Department/HRSA <i>Resources Available</i> web page at: http://hrsa.dshs.wa.gov/Download/Resources_Available.html
Contacting ADSA	If you do not know the local telephone number, you may call: State Reception Line 1-800-422-3263
How do I obtain prior authorization or a limitation extension?	For all requests for prior authorization or limitation extension, the following documentation is “Required”: <ul style="list-style-type: none"> • A completed, TYPED ProviderOne request form, DSHS 13-835. This request form MUST be the initial page when you submit your request. • A completed Home Health & Hospice Authorization Request Form, DSHS 13-847, and all the documentation listed on this form and any other medical justification. Fax your request to: 1-866-668-1214. See the Department/HRSA <i>Resources Available</i> web page at: http://hrsa.dshs.wa.gov/Download/Resources_Available.html
Contacting the Department regarding requests for noncovered services	For all written requests, fax a completed, typed ProviderOne request form, DSHS 13-835, as well as a completed HRSA Home Health & Hospice Authorization Request, DSHS 13-847, to 1-866-668-1214. See the Department/HRSA <i>Resources Available</i> web page at: http://hrsa.dshs.wa.gov/Download/Resources_Available.html

Definitions & Abbreviations

This section defines terms and abbreviations, including acronyms, used in these billing instructions. Please refer to the Department/HRSA *ProviderOne Billing and Resource Guide* at http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for a more complete list of definitions.

Acute care – Care provided by a home health agency for clients who are not medically stable or have not attained a satisfactory level of rehabilitation. These clients require frequent intervention by a registered nurse or licensed therapist. [WAC 388-551-2010]

Authorized Practitioner – An individual authorized to sign a home health plan of care.

Benefit Service Package - A grouping of benefits or services applicable to a client or group of clients.

Brief Skilled Nursing Visit – A registered nurse, or a licensed practical nurse under the supervision of a registered nurse, performs only one of the following activities during a visit to a client:

- An injection;
- Blood draw; or
- Placement of medications in containers.

[WAC 388-551-2010]

Case Manager – A social worker or a nurse assigned by the Department of Social & Health Services (the Department), Aging and Disabilities Services Administration (ADSA) to manage and coordinate the client’s case.

Case Resource Manager (CRM) – An individual who meets with the family and assesses the client’s DDD needs, develops a plan with the family and helps connect to appropriate resources assigned by the Division of Developmental Disabilities (DDD).

Chronic care – Long-term care for medically stable clients.
[WAC 388-551-2010]

Full skilled nursing services – A registered nurse, or a licensed practical nurse under the supervision of a registered nurse, performs one or more of the following activities during a visit to a client:

- Observation;
- Assessment;
- Treatment;
- Teaching;
- Training;
- Management; and
- Evaluation.

[WAC 388-551-2010]

Home Health Agency - An agency or organization certified under Medicare to provide comprehensive health care on an intermittent or part-time basis to a patient in the patient’s place of residence.

[WAC 388-551-2010]

Home Health Aide – An individual registered or certified as a nursing assistance under chapter 18.88 RCW who, under the direction and supervision of a registered nurse or licensed therapist, assists in the delivery of nursing or therapy related activities, or both. [WAC 388-551-2010]

Home Health Aide services – Services provided by a home health aide when a client has an acute, intermittent, short-term need for the services of a registered nurse, physical therapist, occupational therapist, or speech therapist who is employed by, or under contract with, a home health agency. Such services are provided under the supervision of the previously identified authorized practitioners, and include, but are not limited to, ambulation and exercise, assistance with self-administered medications, reporting changes in a client’s conditions and needs, and completing appropriate records. [WAC 388-551-2010]

Home Health skilled services – Skilled health care (nursing, specialized therapy, and home health aide) services provided in the client’s residence on an intermittent or part-time basis by a Medicare certified home health agency with a current Core Provider Agreement with the Department. [Refer to WAC 388-551-2010]

Long-term care – A generic term referring to various programs and services, including services provided in home and community settings, administered directly or through contract by the department’s Aging and Disabilities Services Administration (ADSA) or Division of Developmental Disabilities (DDD). [WAC 388-551-2010]

Maximum Allowable - The maximum dollar amount a provider may be reimbursed by the Department for specific services, supplies, or equipment.

Medical Identification card(s) – See *Services Card*.

National Provider Identifier (NPI) – A federal system for uniquely identifying all providers of health care services, supplies, and equipment.

Plan of Care (POC) – (Also known as “plan of treatment” [POT]). A written document that is established and periodically reviewed and signed by both a physician and a home health agency provider. The plan describes the home health care to be provided at the client’s residence. [WAC 388-551-2010]

ProviderOne – Department of Social and Health Services (the Department) primary provider payment processing system.

ProviderOne Client ID- A system-assigned number that uniquely identifies a single client within the ProviderOne system; the number consists of nine numeric characters followed by WA. **For example:** 123456789WA.

Residence - A client's home or private place of living. [WAC 388-551-2010]
(See page D.1 & D.8 for information on clients in residential facilities whose home health services are not covered through the Department’s home health program.)

Review Period – The three-month period the Department assigns to a home health agency, based on the address of the agency’s main office, during which the Department reviews all claims submitted by that agency. [WAC 388-551-2010]

Revised Code of Washington (RCW) - Washington State laws.

Services Card – A plastic “swipe” card that the Department issues to each client on a “one- time basis.” Providers have the option to acquire and use swipe card technology as one method to access up-to-date client eligibility information.

- The Services Card replaces the paper Medical Assistance ID Card that was mailed to clients on a monthly basis.
- The Services Card will be issued when ProviderOne becomes operational.
- The Services Card displays only the client’s name and ProviderOne Client ID number.
- The Services Card does not display the eligibility type, coverage dates, or managed care plans.
- The Services Card does not guarantee eligibility. Providers are responsible to verify client identification and complete an eligibility inquiry.

Specialized therapy – Skilled therapy services provided to clients that include: physical, occupational, and speech/audiology services. [WAC 388-551-2010]

Supervision - Authoritative procedural guidance given by a qualified person who assumes the responsibility for the accomplishment of a function or activity and who provides initial direction and periodic inspection of the actual act of accomplishing the function or activity.

Taxonomy Code - A unique, 10-digit, alphanumeric code that allows a provider to identify their specialty category. Providers applying for their NPI will be required to submit their taxonomy information. Providers may have one or more than one taxonomy associated to them. Taxonomy Codes can be found at <http://www.wpc-ed.com/codes/Codes.asp>.

Transaction Control Number (TCN) - A unique field value that identifies a claim transaction assigned by ProviderOne.

Usual & Customary Fee – The rate that may be billed to the department for a certain service or equipment. This rate may not exceed:

- The usual and customary charge that you bill the general public for the same services; or
- If the general public is not served, the rate normally offered to other contractors for the same services.

Home Health Services

What Is the Purpose of the Home Health Program?

[Refer to WAC 388-551-2000]

The purpose of the Department of Social & Health Services (the Department) Home Health program is to reduce the costs of health care services by providing equally effective, less restrictive quality care to the client in the client's residence when the client is not able to access the medically necessary services in the community.

Home health skilled services are provided for **acute**, intermittent, short-term, and intensive courses of treatment.

Note: See "What Is Not Covered" in the *Coverage/Limits* section for information on chronic, long-term maintenance care.

Who Is an Eligible Home Health Provider?

[Refer to WAC 388-551-2200]

The following may contract with the Department to provide health services through the home health program, subject to the restrictions or limitations in this billing instruction and applicable published Washington Administrative Code (WAC).

A home health agency that:

- Is Title XVIII (Medicare) certified;
- Is Department of Health (DOH) licensed as a home health agency;
- Continues to meet DOH requirements;
- Submits a completed, signed Core Provider Agreement to the Department; and
- Is assigned a Home Health **taxonomy**.

A registered nurse (RN) who:

- Is prior authorized by the Department to provider intermittent nursing services when no home health agency exists in the area a client resides;
- Is unable to contract with a Medicare-certified home health agency;
- Submits a completed, signed Core Provider Agreement to the Department; and
- Is assigned a **Home Health taxonomy**.

Important! Please notify the Department **within ten days** of any change in name, address, or telephone number (see *Important Contacts*).

Client Eligibility

Who Is Eligible? [Refer to WAC 388-551-2020(1)]

Please see the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for instructions on how to verify a client's eligibility.

Note: Refer to the *Scope of Healthcare Services Table* web page at: <http://hrsa.dshs.wa.gov/Download/ScopeofHealthcareSvcsTable.html> for an up-to-date listing of Benefit Service Packages.

Restrictions [WAC 388-551-2020(2)]

The Department does not cover home health services under the Home Health program for clients in the CNP-Emergency Medical Only and LCP-MNP-Emergency Medical Only programs. The Department evaluates a request for home health skilled nursing visits on a case-by-case basis under the provisions of WAC 388-501-0165, and may cover up to two skilled nursing visits within the eligibility enrollment period if the following criteria are met:

- The client requires hospital care due to an emergency medical condition as described in WAC 388-500-0005;
- The client is on the state-funded Alien Medical (cancer or ESRD on dialysis) program. For more information, visit: <http://hrsa.dshs.wa.gov/News/aem.html>.
- The Department authorizes up to two skilled nursing visits for follow-up care related to the emergency medical condition.

Managed Care Clients [Refer to WAC 388-551-2020(1)]

YES! When verifying eligibility using ProviderOne, if the client is enrolled in a Department managed care plan, managed care enrollment will be displayed on the Client Benefit Inquiry screen. All services must be requested directly through the client's Primary Care Provider (PCP). Clients can contact their managed care plan by calling the telephone number provided to them.

All medical services covered under a managed care plan must be obtained by the client through designated facilities or providers. The managed care plan is responsible for:

- Payment of covered services; and
- Payment of services referred by a provider participating with the plan to an outside provider.

Note: To prevent billing denials, please check the client's eligibility **prior to** scheduling services and at the **time of the service** and make sure proper authorization or referral is obtained from the plan. See the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for instructions on how to verify a client's eligibility.

Primary Care Case Management (PCCM)

For the client who has chosen to obtain care with a PCCM provider, this information will be displayed on the Client Benefit Inquiry screen in ProviderOne. These clients must obtain or be referred for services via a PCCM provider. The PCCM provider is responsible for coordination of care just like the PCP would be in a plan setting.

Note: To prevent billing denials, please check the client's eligibility **prior to** scheduling services and at the **time of the service** and make sure proper authorization or referral is obtained from the PCCM provider. Please see the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for instructions on how to verify a client's eligibility.

Dually-Enrolled Clients

Dually-enrolled (Medicare-Medicaid) clients and **Medicare only** clients may be eligible to receive certain home and community based services under the Community Options Program Entry System (COPEs) or Title XIX Personal Care programs. These programs are administered under the Aging and Disabilities Services Administration (ADSA). Please contact your local ADSA field office for more information on these programs (see *Important Contacts*). Dually-Enrolled Clients who do NOT meet Home Bound status criteria per Medicare are eligible for Home Health through Medicaid. Providers need to indicate "NOT HOMEBOUND" on the UB-04 box 80 REMARKS.

Coverage/Limits

When Does the Department Reimburse for Covered Home Health Services? [Refer to WAC 388-551-2030]

The Department reimburses for covered home health services provided to eligible clients when all of the criteria listed in this section are met. Reimbursement is subject to the restrictions or limitations in these billing instructions and other applicable published Washington Administrative Code (WAC).

Home health skilled services provided to eligible clients must:

- Meet the definition of “acute care”;
- Provide for the treatment of an illness, injury, or disability;
- Be medically necessary (see *Definitions & Abbreviations*);
- Be reasonable, based on community standard of care, in amount, duration, and frequency;
- Be provided under a Plan of Care (POC). Any statement in the POC must be supported by documentation in the client’s medical records; and
- Be used to prevent placement in a more restrictive setting.

In addition, the client’s medical records must justify the medical reason(s) that the services should be provided in the client’s residence instead of a physician’s office, clinic, or other outpatient setting. This includes justification for services for a client’s medical condition that requires teaching that would be most effectively accomplished in the client’s home on a short-term basis.

- Be provided in the client’s residence. The Department does not reimburse for services if provided at the workplace, school, child day care, adult day care, skilled nursing facility, or any other place that is not the client’s place of residence.
 - ✓ **Residential facilities** contracted with the state to provide limited skilled nursing services are **not reimbursed** separately for those same services under the Department’s Home Health program.
 - ✓ It is the home health agencies responsibility to request coverage for a client when the services are not available to the client in the community or through LTC.

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- ✓ If the client meets the criteria in these billing instructions for therapy services, the Department will evaluate the need after receiving the request.
- ✓ Refer to Aging and Disabilities Services Administration's (ADSA) Residential Services web page: <http://www.adsa.dshs.wa.gov/Lookup/BHRequestv2.asp>
- Be provided by a home health agency that is Title XVIII (Medicare) certified and state-licensed.

Refer to WAC 388-551-2100(1)

The Department covers home health acute care skilled nursing services listed in this section when furnished by a qualified provider.

The Department evaluates a request for covered services that are subject to limitations or restrictions, and approves such services beyond those limitations or restrictions when medically necessary, under the standard for covered services in WAC 388-501-0165.

What Is Covered? [Refer to WAC 388-551-2100(2)(3)]

Acute Nursing

The Department covers the following home health acute care skilled nursing services:

1. **Full Skilled Nursing Services** - that require the skills of a Registered Nurse (RN) or a Licensed Practical Nurse (LPN) under the supervision of a Registered Nurse, if the services involve **one or more** of the following:
 - a. Observation (approximately 3 weeks);
 - b. Assessment (approximately 3 weeks);
 - c. Treatment;
 - d. Teaching (approximately 3 days);
 - e. Training (approximately 4 visits unless client remains unstable); and
 - f. Management; and
 - g. Evaluation.

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2. **Brief Skilled Nursing Visit** - only if one of the following activities is performed during the visit:
- An injection;
 - Blood draw; or
 - Placement of medications in containers (e.g., envelopes, cups, medisets).

Note: Use revenue code 580 when billing for a brief skilled nursing visit.

The Department limits skilled nursing visits provided to eligible clients to two (whether they are brief or full) per day.

3. Coverage for Adult Noncitizens

Effective for dates of service on and after November 1, 2009, the Department of Social and Health Services (the Department) revised coverage for adult noncitizens under the following three medical programs:

- Federally funded Alien Emergency Medical (AEM) program;
- State-funded Nursing Facility program; and
- State-funded Alien Medical program.

Eligibility criteria for coverage and the services available are different for each medical program listed above. For more information, visit:

<http://hrsa.dshs.wa.gov/News/aem.htm>.

4. Home Infusion Therapy - only if the client:

- Is willing and capable of learning and managing the client's infusion care; or
- Has a volunteer caregiver willing and capable of learning and managing the client's infusion care.

Note: The Department does not reimburse administration of IV therapy through the Home Health program. The Department does reimburse for the teaching of IV therapy and skilled observation of IV site through the Home Health program.

Note: All other infusion therapy related services must be billed on a CMS-1500 Claim Form using the Infusion Therapy Billing Instructions (see *Important Contacts*).

Note: Although Department clients may have a paid caregiver who is willing and capable of performing the skilled task, as a paid caregiver they may not be paid for this service. The client may want to be involved in self-directed care [Refer to WAC 388-71-0580].

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5. **Infant Phototherapy** – for an infant diagnosed with hyperbilirubinemia:
- a. When provided by a Department-approved* infant phototherapy agency; and
 - b. For up to **five (5)** skilled nursing visits per infant.

Note: If the infant's mother is enrolled in a Department managed care plan at the time of the birth, you must receive approval from the managed care plan listed on the mother's **Services Card**. **Do not bill the Department for these services.**

Additional Information Required in the Plan of Care (See Section F):

- a. Infant's name, mother's name, and **ProviderOne Client ID**(s);
- b. Information regarding the infant's medical condition, and the family's ability to safely provide home phototherapy;
- c. Name of hospital where infant was born and discharge date;
- d. Visit notes that include family teaching and interventions; and
- e. Bilirubin levels.

***How do I become a Department-approved infant phototherapy agency?**

1. Be a Medicaid and Medicare certified Home Health agency;
2. Have an established phototherapy program; and
3. Submit to the Department for review, all of the following:
 - a. Six months of documented phototherapy services delivered for infants;
 - b. A written policy for home phototherapy submitted to the Department for review that includes guidelines, procedures, and job descriptions verifying experience in pediatrics and maternal child health; **and**
 - c. Three letters of recommendation from pediatricians who have utilized your program.

Note: **The Department will not cover** infant phototherapy, **unless** your agency has a pre-approval letter on file from the Department noting that you are a Department-approved infant phototherapy agency. Refer to the Department/HRSA [*Durable Medical Supplies & Equipment Billing Instructions*](#) for equipment component.

6. **Limited High-Risk Obstetrical Services:**
- a. For a medical diagnosis that complicates pregnancy and may result in a poor outcome for the mother, unborn, or newborn;
 - b. For up to **three** home health visits per pregnancy, if:
 - i. Enrollment in or referral to the following providers of First Steps has been verified:
 - A. Maternity Support Services (MSS); **or**
 - B. Maternity Case Management (MCM); **and**
 - ii. The visits are provided by a registered nurse who has either:
 - A. National perinatal certification; or
 - B. A minimum of one year of labor, delivery, and postpartum experience at a hospital within the last five years.

Note: Use revenue code **551** with diagnosis codes V23 or 630 through 670 when billing for skilled high-risk obstetrical nursing care visits in the home setting.

Note: The Department does not reimburse for high-risk obstetrics if the registered nurse has not met the criteria listed above.

See Section F - Department's Specific Criteria for High-Risk Obstetrical

Specialized Therapy

[Refer to WAC 388-551-2110(1)(2)]

Specialized therapy services includes: physical, occupational, or speech/audiology services. The Department reimburses for specialized therapy services only when the client is **not able to access these services in their local community**. The Department limits specialized therapy visits to one per client, per day, per type of specialized therapy. Documentation must justify the skilled need of the visit.

Under specialized therapy, a client's residence may include a residential care facility with skilled nursing services available.

Note: The maximum number of visits allowed is based on appropriate medical justification. The Department does not allow duplicate services for any specialized therapy for the same client when both providers are performing the same or similar procedure(s). If the client requires more than one therapist in the residence on the same day, the Department requires the therapist to document the therapeutic benefit of having more than one therapist for specialized therapy on the same day.

Home Health Aide Services

[Refer to WAC 388-551-2120(1)(2)(3)]

1. The Department limits home health aide visits to **one per day**.
2. The Department reimburses for home health aide services only when the services are provided under the supervision of, and in conjunction with practitioners who provide:
 - a. Skilled nursing services; or
 - b. Specialized therapy services.
3. The Department covers home health aide services only when a registered nurse or licensed therapist visits the client's residence at least once every 14 days to monitor or supervise home health aide services, with or without the presence of the home health aide. The Department does not reimburse for services covered by another state administration such as LTC services, COPES, CHORE, or CAP services.

Documentation in the client's file must justify the need for the home health aide visits.

Note: Contact the client's Department case manager/case resource manager to see if the client is eligible for, or is already receiving, LTC services, COPES, CHORE, or CAP services.

Telemedicine

[Refer to WAC 388-551-2125]

What Is Covered?

Effective for dates of service on and after January 1, 2010, the Department will cover home health services delivered through telemedicine (see below):

Revenue Code	Maximum Allowable Fee
0559	\$77.00

Who Is Eligible?

The Department covers the delivery of home health services through telemedicine for clients who have been diagnosed with an unstable condition who may be at risk for hospitalization or a more costly level of care. The client must have a diagnosis(es) where there is a high risk of sudden change in medical condition which could compromise health outcomes.

What Does the Department Pay for?

The Department pays for one telemedicine interaction, per eligible client, per day based on the ordering licensed practitioner's home health plan of care.

Requirements for Payment

To receive payment for the delivery of home health services through telemedicine, the services must involve:

- A documented assessment, identified problem, and evaluation which includes:
 - ✓ Assessment and monitoring of clinical data including, but not limited to, vital signs, pain levels and other biometric measures specified in the plan of care. Also includes assessment of response to previous changes in the plan of care; and
 - ✓ Detection of condition changes based on the telemedicine encounter that may indicate the need for a change in the plan of care; and
- Implementation of a documented management plan through one or more of the following:
 - ✓ Education regarding medication management as appropriate, based on the findings from the telemedicine encounter;

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- ✓ Education regarding other interventions as appropriate to both the patient and the caregiver;
- ✓ Management and evaluation of the plan of care including changes in visit frequency or the addition of other skilled services;
- ✓ Coordination of care with the ordering licensed provider regarding findings from the telemedicine encounter;
- ✓ Coordination and referral to other medical providers as needed; and
- ✓ Referral to the emergency room as needed.

What Does the Department Not Pay for?

The Department does not pay for the purchase, rental, repair, or maintenance of telemedicine equipment and associated costs of operation of telemedicine equipment.

Prior Authorization

The Department does not require prior authorization for the delivery of home health services through telemedicine.

What Is Not Covered? [Refer to WAC 388-551-2130]

The Department does not cover the following home health services under the Home Health program, unless otherwise specified:

1. Chronic long-term care skilled nursing visits or specialized therapy visits for a medically stable client when a long-term care skilled nursing plan or specialized therapy plan is in placed through the Department of Social and Health Services, Aging and Disabilities Services Administration (ADSA) or Division of Developmental Disabilities (DDD).

The Department may consider requests for interim chronic long-term care skilled nursing services or specialized therapy services for a client while the client is waiting for ADSA or DDD to implement a long-term care skilled nursing plan or specialized therapy plan; and

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On a case-by-case basis, the Department may authorize long-term care skilled nursing visits or specialized therapy visits for a client for a limited time until an ADSA or DDD long-term care skilled nursing plan or specialized therapy plan is in place. Any services authorized are subject to the restrictions and limitations in these billing instructions and other published WACs. Fax Department forms 13-847 and 13-756 with requests to: 1-360-586-1471.

Home Health Agencies

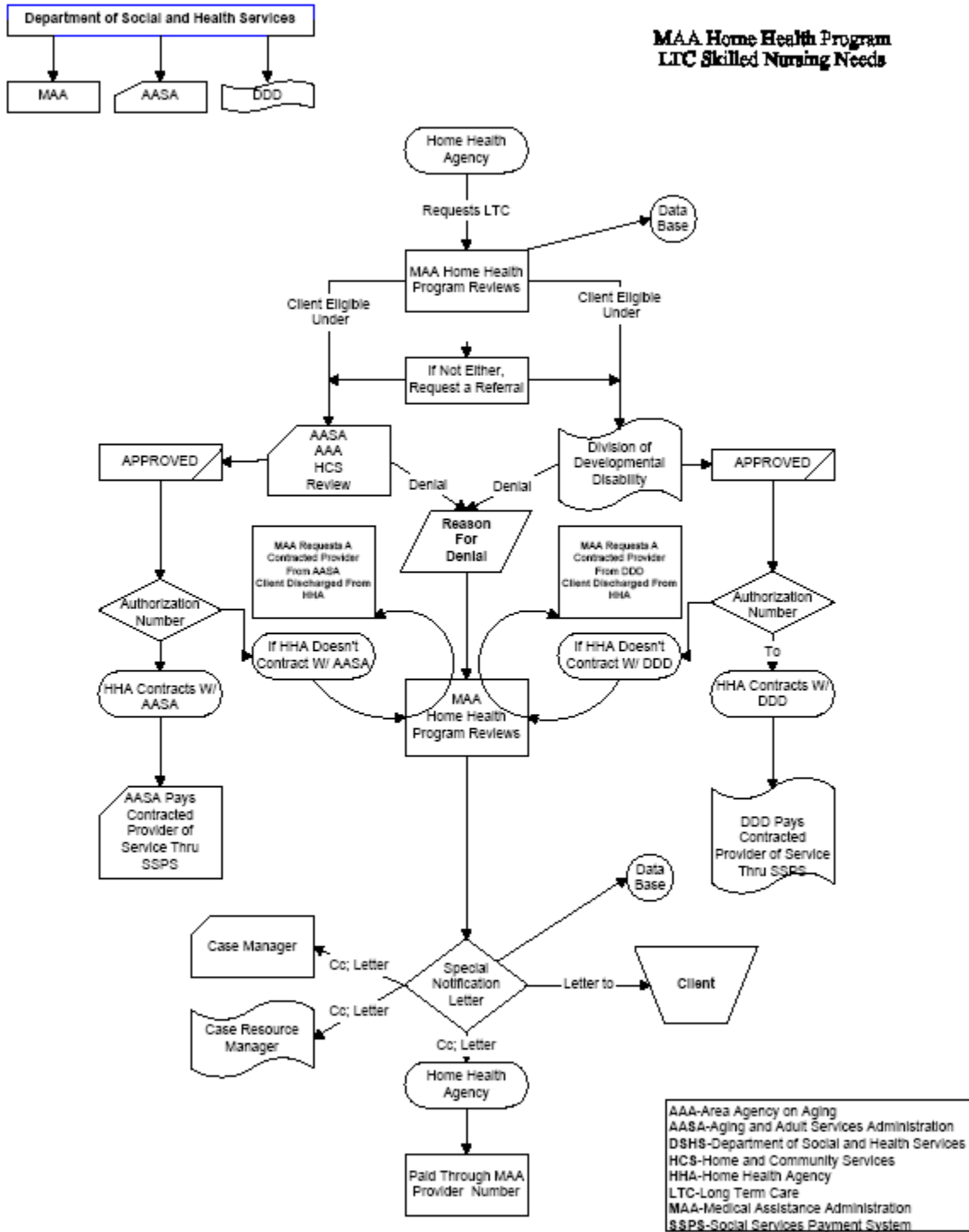
- The client must have a stable, chronic skilled nursing need.
- The client's skilled nursing need cannot be met in the community (e.g., the client is unable to access outpatient services in the community);
- The home health provider must **contact the Department and request coverage** through the home health program;

The Department will first contact the client's ADSA or DDD case manager to see if long-term care skilled nursing services are accessible in the community or through ADSA or DDD.

If there are no other options, the Department will send a notification letter to the client, Home Health agency, and case manager notifying them that the chronic, long-term care skilled nursing visits will be reimbursed through the Department for a limited time until a long-term care plan is in place.

See LTC Skilled Nursing Needs flow chart on next page

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What Is Not Covered? (continued)

2. Social work services;
3. Psychiatric skilled nursing services;
4. Pre- and postnatal skilled nursing services, except those listed under “What Is Covered?”;
5. Well-baby follow-up care;
6. Services performed in hospitals, correctional facilities, skilled nursing facilities, or a residential facility with skilled nursing available;
7. Home health aide services that are not provided in conjunction with skilled nursing or specialized therapy services;
8. Home health care for a medically stable client (e.g., one who does not have an acute episode, a disease exacerbation, or treatment change, unless the client meets the applicable criteria at the beginning of this section);
9. Home health specialized therapies and home health aide visits for clients in the following programs:
 - a. CNP – emergency medical only; and
 - b. LCP-MNP – emergency medical only.
10. Skilled nursing visits for a client when a home health agency cannot **safely** meet the medical needs of that client within home health services program limitations;

Examples:

- a. The client or caregiver is not willing and/or capable of managing the client’s infusion therapy care; or
 - b. A client requires daily visits in excess of program limitations.
11. More than one of the same type of specialized therapy and/or home health aide visit per day. **The Department does not reimburse for duplicate services** for any specialized therapy for the same client when both providers are performing the same or similar procedure(s).
 12. More than one of the same type of specialized therapy and/or home health aide visit per day. **The Department does not reimburse for duplicate services** for any specialized therapy for the same client when both providers are performing the same or similar procedure(s).

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13. Any home health services covered by another state administration such as LTC services, COPES, CHORE, or CAP services.
14. Home health visits made without a written physician order, unless the verbal order is:
 - a. Documented prior to the visit; and
 - b. The document is signed by the physician within 45 days of the order being given.
15. Additional administrative costs billed above the visit rate (these costs are included in the visit rate and will not be paid separately).

The Department evaluates a request for any service that is listed as noncovered under the provisions of WAC 388-501-0165.

Requests must include the following:

1. Name of agency and NPI;
2. Client's name and ProviderOne Client ID;
3. Copy of the plan of care; and
4. Explanation of client-specific medical necessity.

Send requests for noncovered services to the Department (see *Important Contacts*). See *Authorization on next page for information regarding Limitation Extensions*.

Authorization

The Department evaluates a request for covered services that are subject to limitations or restrictions, and approves such services **beyond** those limitations or restrictions when medically necessary, under the standard for covered services in WAC 388-501-0165.

Note: A provider may request an exception to rule (ETR) for a noncovered service as described in WAC 388-501-0160.

Limitation Extension and Exception to Rule (ETR)

What is a Limitation Extension?

Limitation extension (LE) is authorization for cases when a provider can verify that it is medically necessary to provide **more units of service** than allowed in the Department's Washington Administrative Code (WAC) and billing instructions.

How do I get LE or ETR authorization?

LE or ETR authorization may be obtained by using the written/fax authorization process.

Your request must include the following:

1. Name of agency and **NPI**;
2. Client's name and **ProviderOne Client ID**;
3. Copy of the plan of care;
4. Explanation of client-specific medical necessity to exceed limitation or why it is an exception to rule.

Clients who have Medicare as their primary insurance must meet Medicare's definition of "home bound" for Home Health services.

Note: Please indicate on your request if the client does not meet Medicare's definition of "home-bound" when submitting the ETR request.

Clients who don't meet Medicare's definition of home bound may be eligible for Medicaid to cover Home Health services as an Exception to Rule (ETR). These clients must still meet Medicaid's Home Health coverage requirements listed above.

What forms are required?

The Department requires both of the following forms to request LE or ETR authorization:

- DSHS 13-847 HRSA Home Health & Hospice Authorization Request; and
- DSHS 13-756 Fax/Written Request Basic Information.

Please send or fax your completed forms to the Department (see *Important Contacts*).

Note: Please see the Department/HRSA *ProviderOne Billing and Resource Guide* at http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for more information on requesting authorization.

Provider Requirements

Documentation Requirements

The Department requires home health providers to keep individual medical records for each client.

Documentation That Must be Kept in the Client's Medical Record but Does NOT Have to be Sent to the Department Unless Requested

The individual client medical record must comply with community standards of practice, and must include documentation of:

- Visit notes for every billed visit;
- Supervisory visits for home health aide services as described in *Coverage/Limits*;
- All medications administered and treatments provided;
- All physician orders, new orders, and change orders, with notation that the order was received prior to treatment;
- Signed physician new orders and change orders;
- Home health aide services as indicated by a registered nurse or licensed therapist in a home health aide care plan;
- Interdisciplinary and multidisciplinary team communications;
- Inter-agency and intra-agency referrals;
- Medical tests and results;
- Pertinent medical history; and
- Notations and charting with signature and title of writer.

What Documentation Must Be Kept in the Visit Notes?

The provider must document at least the following in the client's medical record:

- Skilled interventions per the POC;
- Client response to POC;
- Any clinical change in the client status;
- Follow-up interventions specific to a change in status with significant clinical findings; and
- Any communications with the attending physician.

In addition, when appropriate:

- Any teachings, assessment, management, evaluation, client compliance, and client response;
- **Weekly** documentation of wound care, size (dimensions), drainage, color, odor, and identification of potential complications and interventions provided;
- If a client's wound is not healing, the client's physician has been notified, the client's wound management program has been appropriately altered, and; if possible, the client has been referred to a wound care specialist; and
- The client's physical system assessment as identified in the POC.

Insufficiently Documented Home Health Care Service

[Refer to WAC 388-551-2220(6)]

The Department may take back or deny payment for any insufficiently documented home health care service when the Department-HRSA Medical Director or designee determines that:

- The service did not meet the conditions listed in the Coverage/Limitation section; or
- The service was not in compliance with program policy.

Plan of Care Requirements

For any delivered home health service to be payable, the Department requires home health providers to develop and implement an individualized Plan of Care (POC) for the client.

Note: Home health providers are required to comply with audits and/or site visits to ensure quality of care and compliance with state rule. All documentation in the client record, including the signed Plan of Care, must be made available to the Department upon request. (Refer to WAC 388-502-0020)

About the Plan of Care

The POC must:

- Be documented in writing and be located in the client's home health medical record;
- Be developed, supervised, and signed by a licensed registered nurse or licensed therapist;
- Reflect the physician's orders and client's **current** health status;
- Contain specific goals and treatment plans;
- Be reviewed and revised by the licensed registered nurse or licensed therapist and the client's physician at least every 60 calendar days;
- Signed by the physician within 45 days of the verbal order;
- Returned to the home health agency's file; and
- Be available to department staff or its designated contractor(s) on request.

What Must Be Included in the Plan of Care?

The provider must include in the POC all of the following:

- The client's name and date of birth;
- The start of care;
- The date(s) of service;
- The primary diagnosis (the diagnosis that is **most related to the reason** the client qualifies for home health services) and is the reason for the visit frequency;
- All secondary medical diagnosis including date(s) of onset (**O**) or exacerbation (**E**);
- The prognosis;

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- The type(s) of equipment required;

Note: Durable Medical Supplies & Equipment (MSE) must be billed on a separate CMS-1500 Claim Form using an NPI and taxonomy for which DME/MSE services are allowed. Do not bill Durable MSEs on a Home Health claim.

- A description of each planned service and goals related to the services provided;
- Specific procedures and modalities;
- A description of the client's mental status;
- A description of the client's rehabilitation potential;
- A list of permitted activities;
- A list of safety measures taken on behalf of the client; and
- A list of medications which indicates:
 - ✓ Any new (N) prescription; and
 - ✓ Which medications are changed (C) for dosage or route of administration.

Important Information to Send with the Plan of Care if not Already Included

The provider must include in, or attach to the POC:

- Client's address including name of the residential care facility where the client is residing (if applicable).
- A description of the client's functional limits and the effects;
- Documentation that justifies why the medical services should be provided in the client's residence instead of a physician's office, clinic, or other outpatient setting;
- Significant clinical findings;
- Dates of recent hospitalization;
- Notification to the Department case manager of admittance;

- A discharge plan, including notification to the Department case manager of the planned discharge date and client disposition at time of discharge; and
- A short summary of what is happening with the client or what has happened since last review.

Notifying Clients of Their Rights (Advance Directives)

All Medicare-Medicaid certified hospitals, nursing facilities, home health agencies, personal care service agencies, hospices, and managed health care organizations are federally mandated to give **all adult clients** written information about their rights, under state law, to make their own health care decisions. Keep a copy of the written information in the client's record.

Clients have the right to:

- Accept or refuse medical treatment;
- Make decisions concerning their own medical care; and
- Formulate an advance directive, such as a living will or durable power of attorney, for their health care.

Criteria for High-Risk Obstetrical

Hyperemesis Gravidarum

GOALS:

1. Assess the client's condition;
2. Teach the client to help maintain her pregnancy to term; **and**
3. Reduce the signs and symptoms of fluid, nutritional and electrolyte imbalances.

Home care for the client with hyperemesis gravidarum (HG) may be initiated when weight loss and significant metabolic changes require fluid and nutritional replacement therapy that can be managed in the home setting. The client or caregiver must be willing and capable of learning and managing the client's intravenous therapy.

Therapeutic Skilled Nursing Services may be initiated with the obstetrical provider's request for care. These services are designed to reinforce the clinic, hospital and/or provider's teaching. The nursing services assist the client and family in managing her care in the home and may include:

- Education about the factors that may contribute to hyperemesis gravidarum, such as stress and coping with pregnancy;
- Education on the symptoms related to dehydration and electrolyte disturbances and their effects on the mother and fetus (e.g., parenteral fluids and nutritional supplements);
- Assurance that the client is able to follow the treatment regimen (parenteral fluids and nutritional supplements) and comply with medications (antiemetics);
- Reinforcement of the obstetrical provider's plan of care, including the plan for resuming oral intake;
- Demonstration of the ability to manage and administer the infusion treatment ordered by the obstetrical provider (hydration or total parenteral nutrition); **and**
- Education concerning when to notify the obstetrical provider.

Documentation in the client record must include, but is not limited to, the following:

- Estimated date of confinement;
- Gravidity/parity;
- History of symptoms of hyperemesis gravidarum (HG);
- Evaluation of clinical status of mother and fetus, including maternal weight and vital signs;
- Evaluation of the obstetrical provider's plan of care;
- Referral to a Maternity Support Service provider; **and**
- Education of the client and family regarding management of the prescribed care for a medically high-risk pregnancy.

Gestational Diabetes

GOALS:

1. Assess the client's condition;
2. Provide adequate support and education to help the client reduce symptoms of gestational diabetes; **and**
3. Maintain the pregnancy to planned delivery.

Whenever possible, education should be given at suitable diabetic teaching centers. A more complete and comprehensive training is available at these sites. A few cases may merit skilled nursing services. For example, skilled nursing may be provided to a client who is unable to get to a diabetic educational center or to a client who has special learning needs.

Therapeutic Skilled Nursing Services may be initiated when there is a documented reason for teaching gestational diabetes management in the home. It should reinforce the obstetrical provider's or clinic's teaching.

Therapeutic skilled nursing services may include:

- Assuring the client understands her plan of care;
- Managing insulin injections;
- Diet and exercise;
- Demonstrating and teaching the blood glucose monitoring techniques, and the necessary times to test and documentation of testing results;
- Explaining the differences between normal and abnormal blood glucose test results;
- Explaining protocols for results of abnormal blood glucose, ketones and protein in the urine;
- Planning with the client for emergency treatment of hyper/hypoglycemia; **and**
- Explaining when to notify the obstetrical provider about symptoms.

Documentation in the client record must include, but is not limited to, the following:

- Estimated date of confinement;
- Gravidity/parity;
- History of symptoms of gestational diabetes;
- Evaluation of clinical status of mother and fetus;
- Evaluation of obstetrical provider's Plan of Care;
- Rationale for in-home gestational diabetes education;
- Referral to a Maternity Support Service provider; **and**
- Education of the client and family in the management of the prescribed treatment for a medically high-risk pregnancy.

Preterm Labor

GOALS:

1. Assess the client's condition; **and**
2. Provide adequate support and education to help the client maintain her pregnancy to term.

Home care for preterm labor (PTL) symptoms may be initiated with the obstetrical provider's prescription for care and when there is an assurance of a viable newborn.

Preventive Services may be initiated between 20-25 weeks when an eligible client has a history of preterm births and/or has a multiple gestation and has been started on oral tocolytics.

Therapeutic Skilled Nursing Services may be initiated between 25-36 weeks gestation or birth (whichever comes first) or until the tocolytics are discontinued. Cervical changes should be documented at the start of care.

Skilled nursing care reinforces the medical protocol and assures that:

- The client comprehends and is compliant with the medication;
- The client can manage the restricted activity plan;
- The plan of care is coordinated with Maternity Support Services so that childcare and transportation services are readily available, if needed; **and**
- The client education includes fetal movement count, signs and symptoms of preterm labor and when to notify obstetrical provider.

Documentation in the client record must include, but is not limited to, the following:

- Estimated date of confinement;
- Gravidity/parity;
- History of pre-term labor (PTL);
- Documented cervical change;
- Obstetrical provider's plan for care;
- Assessment of maternal and fetal clinical status;
- Medications;
- Referral to a Maternity Support Service (MSS) provider; **and**
- Education of the client and family in management of the prescribed care for a high-risk pregnancy.

Pregnancy-Induced Hypertension

GOALS:

1. Assess the client's condition;
2. Provide adequate support and education to help the client reduce symptoms of pregnancy induced hypertension; **and**
3. Maintain the pregnancy to term.

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Home care for Pregnancy-Induced Hypertension (PIH) may be initiated after 20 weeks gestation when:

- Blood pressure readings have increased by 30 mm Hg (systolic pressure)/15 mm Hg (diastolic pressure) over the baseline; **and**
- The client has accompanying symptoms (e.g., lab changes, proteinuria, and a weight gain greater than two lbs./week). Late signs/symptoms may include hyperreflexia, epigastric pain and/or visual changes.

Therapeutic Skilled Nursing Services may be initiated at the prescribing medical provider's request and documented signs and symptoms indicate the PIH may be safely managed in the home setting **and** the:

- Client requires bed rest with bathroom privileges.
- Client understands and is able to comply with bed rest/reduced activities in the home.
- Assessment includes vital signs, fetal heart tones, fundal height, deep tendon reflexes, and a check for proteinuria, edema and signs and symptoms of PIH.
- Client and family members receive education on:
 - ✓ How to monitor blood pressure;
 - ✓ How to evaluate urine for protein; **and**
 - ✓ When to notify the obstetrical provider.
- Reinforce education client received from her obstetrical provider's office. This may include:
 - ✓ Etiology and diagnosis of PIH;
 - ✓ Treatment and rationale;
 - ✓ Nutrition needs;
 - ✓ Need for rest;
 - ✓ Client monitoring of uterine and fetal activity; **and**
 - ✓ The role of medication in reducing symptoms (if provided).
- The plan of care is coordinated with the MSS provider so that childcare and transportation services are readily available.

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Documentation in the client record must include but is not limited to the following:

- Estimated date of confinement;
- Gravidity/parity;
- History of symptoms of PIH;
- Evaluation of clinical status of mother and fetus;
- Obstetrical provider's plan for care;
- Frequency of clinic visits;
- Activity level;
- Medication, if prescribed;
- Referral to a Maternity Support Service provider; **and**
- Education of the client and family on management of the prescribed care.

Billing and Claim Forms

What Are the General Billing Requirements?

Providers must follow the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html. These billing requirements include, but are not limited to:

- Time limits for submitting and resubmitting claims and adjustments;
- What fee to bill the Department for eligible clients;
- When providers may bill a client;
- How to bill for services provided to primary care case management (PCCM) clients;
- Billing for clients eligible for both Medicare and Medicaid;
- Third-party liability; and
- Record keeping requirements.

Medical Review Rebilling:

Prior to rebilling, please cross off all lines on the claim form that the Department has already paid.

ATTN: Special Handle
Home Health Services Program Manager
PO Box 45506
Olympia, WA 98504-5506

Fee Schedule

You may view the Department/HRSA **Home Health Services** Fee Schedule at:

<http://hrsa.dshs.wa.gov/RBRVS/Index.html/#h>

Completing the UB-04 Claim Form

Detailed instructions on how to complete and bill according to the official UB-04 Data Specifications Manual is available from the National Uniform Billing Committee at: <http://www.nubc.org/index.html>.

For more information, read # Memorandum [06-84](#).