Agenda

- Community Care Network (CCN)
- Overview of changes to home care
- Health Share Referral Manager (HSRM)
- Resources

Home care agencies partner with the VAMC

Providing High Quality, Timely Care to Veterans

Community Care Network: TPA=Optum
VISN23 System Redesign
HSRM

Community Care Network (CCN): Optum

Veterans choose

- Providers in CCN - Optum is TPA
- Veterans Care Agreements (limited)

To Join CCN

- UHCprovider.com > Join
- Optum Call (844) 839-6108 (8am to 8pm ET, Monday through Friday, excluding holidays)
- Optum provider portal
  - View claims
  - Training

Referral and Authorization

Key Concepts in the Referral and Authorization Process

Consult

- ✓ An **electronic request for services**
- ✓ Initiated by a clinician, to **enable a patient to see a community provider** for specific care

Order

- ✓ The **consult is the order that drives the request** for services out into the community

SEOC

- ✓ **Standard set of services and procedures bundled together** that relate to a specific category of care or sub-specialty
- ✓ SEOC is attached to the consult

Referral

- ✓ The **official approval** for care in the community shared with the community provider or contractor

SEOCs will be used nationally by VA medical facilities when referring care to the community. Furthermore, each consult should be accompanied by an associated order, referral, and SEOC.

Skilled Home Health Care SEOCs

SEOC Title	When is it used?	Reimbursement Model	OASIS Required?	Example
Skilled Home Health Care Bundled	Short term and intermittent care	Medicare Prospective Payment System	Yes	After inpatient discharge - SN for education on meds; PT and OT for home safety eval and strength and bath aide -goal to return to baseline
Skilled Home Health Care Non-Bundled	Continuing care to Veterans with ongoing intermittent needs	VA Fee Schedule	No	Chronic -SN for med management or chronic wound care; Home safety assessment
Skilled Home Health Care Bath Aide Non-Bundled	Continuing care to Veterans with ongoing intermittent needs	VA Fee Schedule	No	A bath aide is IN ADDITION to Skilled HHC- non bundled
Skilled Home Health Care Expanded	Continuing care to Veterans with ongoing daily needs	VA Fee Schedule	No	ALS, Vent dependent - 2 person transfer, tube feeds

For all four Skilled Home Health Care SEOCs:

- Duration is 180 days
- Veterans on VA pay do not need to meet Medicare homebound and face-to-face criteria
- Community providers must be Medicare certified, Medicaid certified, or licensed by the state
- Community providers must share the 485 care plans (per Medicare regulations) and VA staff must review to verify continued need

Home Infusion SEOC

Skilled RN + Infusion Therapy

Duration: 180 days

Provides 2 visits; if more nursing visits are needed; use RFS to request a new order

This SEOC should be used when:

- ☐ Veteran requires any type of infusion therapy provided in the home setting.

Things to note

- ✓ SEOC includes skilled nursing services provided by home infusion agency. If additional skilled care is needed, a concurrent Skilled Home Health Care consult/SEOC/referral is required.
- ✓ SEOC includes drug, medication delivery, supplies, and DME.
- ✓ Lab specimen processing is included in the SEOC, but the lab must be in network.
- ✓ Reimbursement is based on the VA Fee Schedule.

Case Mix – Personal Care Services

The VHA Purchased Home and Community-Based Services case mix (CM) tool

- Standardized tool
- Determine amount of care needed for Non-skilled needs
  - Implementing use in all VA Medical Centers in Midwest Healthcare network

Personal Care Services SEOCs

SEOC Title	Duration	Hierarchy for Common Purchasing Authorities	Reimbursement Model
Homemaker/Home Health Aide	180 days	CCN, VCA	VA Fee Schedule
In Home Respite	180 days	CCN, VCA	VA Fee Schedule

SEOC's now include RN oversite visits

For all four Personal Care Services programs:

- Target population is Veterans in need of nursing home care with 3+ activities of daily living deficits or cognitive impairment
- Personal Care Services Case Mix Tool required for all PCS programs, except for CADHC

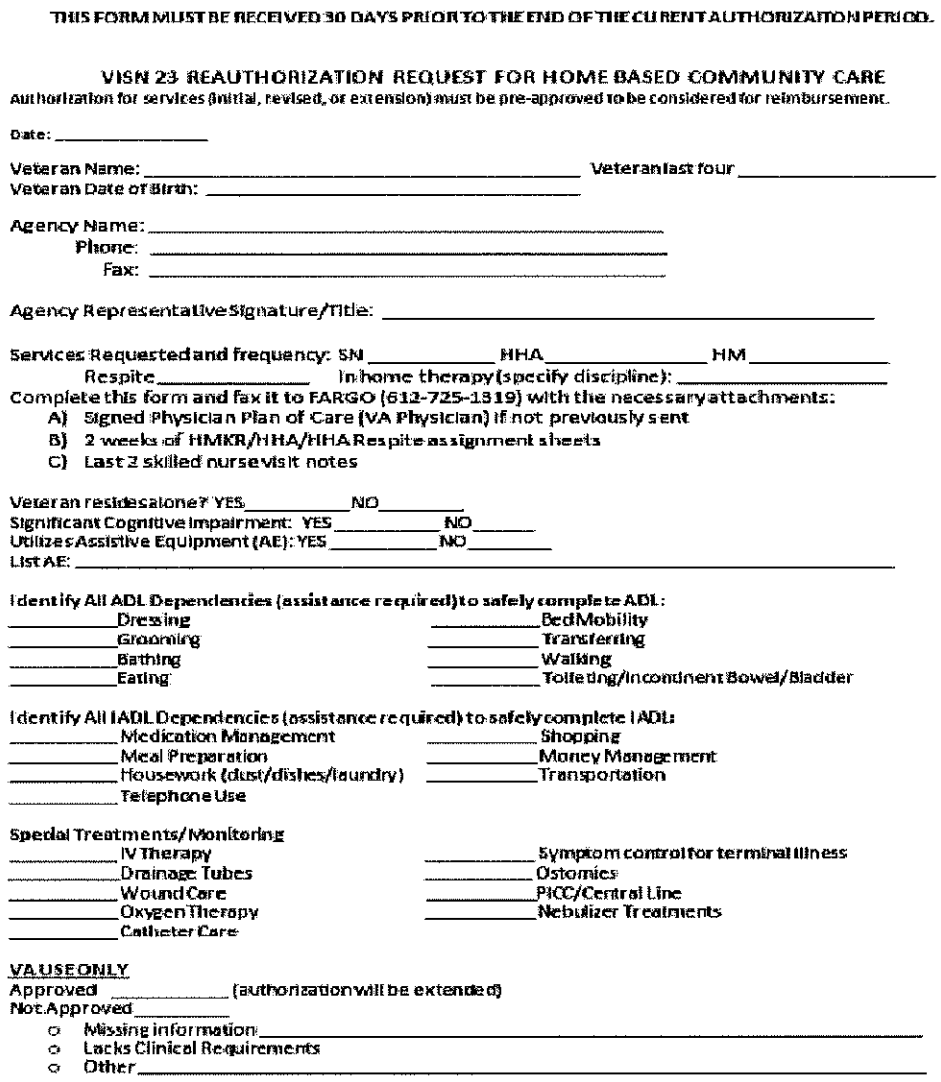
SEOC Title	H/HHA or Respite Hours/Week	CADHC Days/Week
Case Mix A, B, or C	Up to 9 hours	Up to 2 days
Case Mix D, E, or F	Up to 11 hours	Up to 3 days
Case Mix G, H, or I	Up to 13 hours	Up to 3 days
Case Mix J or K	Up to 16 hours	Up to 4 days
Case Mix L	No less than 3 hours	1 day
Exception	Up to 168 hours	Up to 7 days

Reauthorizations

Agency initiates request

- 30 days prior to expiration
- Include with RFS:
  - Signed Physician Plan of Care (VA Physician) if not previously sent
  - 2 weeks of HMKR/HHA/HHA Respite assignment sheets
  - Last 2 skilled nurse visit notes

VA reviews



THIS FORM MUST BE RECEIVED 30 DAYS PRIOR TO THE END OF THE CURRENT AUTHORIZATION PERIOD.

VISN 23 REAUTHORIZATION REQUEST FOR HOME BASED COMMUNITY CARE

Authorization for services (initial, revised, or extension) must be pre-approved to be considered for reimbursement.

Date: _____

Veteran Name: _____ Veteran last four _____
Veteran Date of Birth: _____

Agency Name: _____
Phone: _____
Fax: _____

Agency Representative Signature/Title: _____

Services Requested and frequency: SN _____ HHA _____ HM _____
Respite _____ In-home therapy (specify discipline): _____
Complete this form and fax it to FARGO (612-725-1319) with the necessary attachments:
A) Signed Physician Plan of Care (VA Physician) if not previously sent
B) 2 weeks of HMKR/HHA/HHA Respite assignment sheets
C) Last 2 skilled nurse visit notes

Veteran resides alone? YES _____ NO _____
Significant Cognitive Impairment: YES _____ NO _____
Utilizes Assistive Equipment (AE): YES _____ NO _____
List AE: _____

Identify All ADL Dependencies (assistance required) to safely complete ADL:
_____ Dressing
_____ Grooming
_____ Bathing
_____ Eating
_____ Bed Mobility
_____ Transferring
_____ Walking
_____ Toileting/Incontinent Bowel/Bladder

Identify All IADL Dependencies (assistance required) to safely complete IADL:
_____ Medication Management
_____ Meal Preparation
_____ Housework (dust/dishes/laundry)
_____ Telephone Use
_____ Shopping
_____ Money Management
_____ Transportation

Special Treatments/Monitoring
_____ IV Therapy
_____ Drainage Tubes
_____ Wound Care
_____ Oxygen Therapy
_____ Catheter Care
_____ Symptom control for terminal illness
_____ Ostomies
_____ PICC/Central Line
_____ Nebulizer Treatments

VA USE ONLY
Approved _____ (authorization will be extended)
Not Approved _____
- Missing information _____
- Lacks Clinical Requirements
- Other _____

HealthShare Referral Manager (HSRM)

HSRM is VA's new secure online portal for managing referrals and authorizations

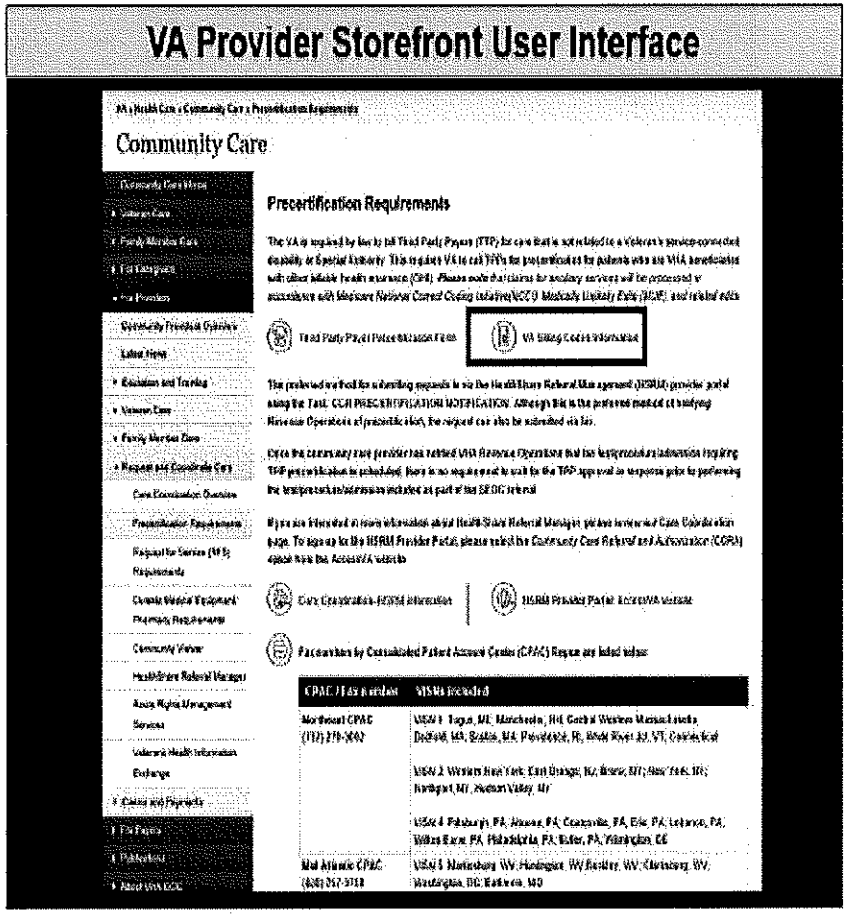
- Standardized referrals
- Facilitates health information exchange
- Tracks healthcare delivery
- Allows community provider to submit Requests for Services (RFS)

CPT Codes and Billing information

The VA Provider Storefront

VA Webpage -Public domain

- accessible by community providers
- Look up CPT Codes for Active SEOCs
- VA Fee Schedule



Fargo Community Care

For questions, please contact:

Fargo Department of Community Care

Phone: (701) 239-3700 ext. 3411

RFS Fax: (612) 725-1319

If needed:

Melanie Kalvoda, RN

Clinical Manager

(701)-239-3700 ext 3411

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Resources

- Links to Optum
- VA website for community providers
  - Care Coordination Overview
  - HSRM
  - VA Fee Schedule
- HSRM Community Provider Information Sheet
- VA third party payor precertification form
- Veteran facing: VA Home & Community Based Services
- Fargo Reauthorization Form