

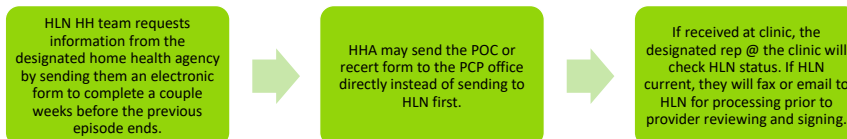
Home Health Initiative

February 19, 2024
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Health Leaders
Network

Requesting a Recertification for HLN Patients



****Note: If *inadvertently* the provider signed the 485 prior to completion of the HLN Recertification review, the HLN team will not complete a review as they are entrusting the providers decision to continue or discontinue HH based on their ordering signature.****

To request additional home health services on an HLN patient, the HLN home health team requests information from the designated home health agency by sending them a link to complete an electronic form a couple of weeks before the previous episode ends. This form contains the most recent patient status and their needs.

If a home health agency accidentally sends either the plan of care or the recertification request form to the PCP's office, the designated clinic rep will fax or email these documents after verifying the patient is HLN current to the HLN team for appropriate processing prior to the provider reviewing and signing the form. Please note: If inadvertently the provider signed the 485 prior to the completion of the HLN Recertification review, the HLN team will not complete a review as they are entrusting the providers decision to continue or discontinue HH based on their ordering signature.

Provider Process

For HLN patients, the HLN nurse will review the patient's records.

A HH Recertification Recommendation Form will be completed and sent to the provider via in-basket into Chart Completion folder.

The provider will review the recommendation and either approves or declines. If declined, a reason must be given.

If approved, the HLN nurse will inform your designated rep at your clinic the appropriate next steps.

If declined, the HLN nurse will correct and send back to you for approval.

Epic Provider Workflow: HLN Home Health Recertification Process



With the implementation of Epic Compass Rose, HLN HH Recertification's now qualify as "chart completion" messages. Providers will be able to Sign or Decline the message based on the Home Health recommendation from the HLN RN.

How does this affect you?

- 1) Addition of an InBasket "Chart Completion" folder from HLN
- 2) Sign (accept) or decline the HLN HH Recommendation from the HLN RN.
 - a. provider **accepts**, the HLN RN will receive an InBasket Plan of Care Update Notice
 - b. provider **declines**, the provider will have to provide a reason for the "Decline".
 - You **MUST** select "other" from the drop down box and not any of the other options, this opens the free text box. In the free text box, enter dot phrase: HLNHHDECLINE and select the qualifying reason for your decline.
 - The HLN RN will revise the HLN Recommendation Form and send back to provider with the provider's recommendation for provider to "Sign".
 - HLN will notify provider's HH office staff of the Final Decision; and will include the original HH documents so the office staff can get provider signatures in a timely manner if indicated.

For patients who are part of HLN, the HLN care coordination nurses will review the request along with any associated medical records to determine how much progress the patient has made and what goals the patient is continuing to work on. After a full review, HLN care coordination staff will complete a "Home Health Recertification Recommendation" in Epic and send the form to the provider via in-basket. It will be located in the Chart Completion folder.

It is the responsibility of the primary care provider to review the clinical information and make an independent clinical decision to either continue services for all or part of the time period requested or to discontinue services by a specific date. Ultimately, as the PCP, you have final decision making. Keep in mind, this is only the recommendation form. You will still have to physically sign the 485 (recertification form) when approved.

If you agree with the recommendation, you will approve it and it will go back to the HLN nurse. The nurse will then inform your designated clinic rep of the next steps. If continuation is approved, your clinic rep will give you the 485 (recommendation form) to physically sign. This form will need to be faxed back to the home health agency and scanned to the chart once completed.

If you decline the recommendation, you will decline it, give a reason why and it will go back

to the HLN nurse. The nurse will then update the recommendation and send it back to you for final approval. Then the steps are the same after you approve the updated recommendation.

HLN Home Health Agency Network

GOALS

- Improve patient follow-up care
- Reduce readmissions to the acute care setting
- Reduce emergency department encounters

ACTIONS

- Accept referrals in a timely manner for all HLN contracted payors
- Provide quality services and meet or exceed the state outcomes
- Provide timely communication to providers and the HLN team
- Complete RCA for HLN members with an ED encounter or admission while receiving services
- Complete recertification recommendation electronic form for HLN care manager nurses to review and send to provider for approval prior to new recert period.

The HLN home health agency network was developed to better serve patients in the home setting, specifically patients who are transition from acute to ambulatory care. HLN reviewed quality data and conducted interviews with home health agencies across our service areas to find agencies who shared the same goals of improved patient follow-up care, reduced readmissions to acute care, and reduced emergency department encounters. As a member of the HLN home health agency network, agencies agree to:

Accept home health referrals in a timely manner for all payors with whom HLN has a contract.

Provide quality services to members and meet or exceed the state average for reported home health outcomes.

Provide timely communication to providers and the HLN team involved in home health processes.

Complete root cause analysis of any HLN member that has an ED encounter or acute admission while receiving home health services, which will then be reviewed with HLN team.

Complete recertification recommendation electronic form for HLN care manager nurses to review and send to provider for approval prior to new recert period.

HLN Home Health Agency Network

Baton Rouge Region	Acadiana Region	Monroe Region	Angels/ Northshore	Jackson
Amedisys	CenterWell	CenterWell	CenterWell	CenterWell
Audubon Home Health	Lourdes Home Health	STAT Home Health	CenterWell (Tangipahoa, St. Helena, St. Tammany West Side)	AccentCare
Bayou Home Care	NSI Home Health Care	St. Francis Medical Center Home Health		
CenterWell				
Feliciana Home Health North				
Feliciana Home Health South				
Pinnacle Home Health				
Pointe Coupee Homebound Health and Hospice				



Course Attestation

1. Take out phone
2. Select **Camera** application on phone
3. Scan **QR Code** below
4. Select Website banner
5. Fill out form
6. Course title is **Home Health Initiative**
7. Click **Submit Form***



HLN Orientation Course Attestation

Name *

First Name Last Name

Title *

☐ Physician
☐ Physician Assistant
☐ Nurse Practitioner
☐ Other

Clinic Name *

Specialty *

Course Title *

Please Select

Date of Course Completion *

MM-DD-YYYY

Date

Submit

HIPAA

***Credit will not be issued until you complete the attestation form.**

This will conclude HLN's home health initiative orientation course. Please take out your smart phone and use the camera function to scan the QR code and complete the course attestation form linked to it. Credit for course completion will only be issued if you complete and submit the form.

In your handout, you will find two additional slides, one has the full home health recertification process and points of contact if you or your staff have questions, and a second slide has a listing of our HLN Home Health Agency Network agencies.

Thank you and have a wonderful day.