



Important Notice to Providers of Private Duty Nursing and Personal Care Assistance Authorization Changes

Home State Health has revised the Authorization process for Private Duty Nursing and Personal Care Assistance (PDN/PCA). For new requests and ongoing/continuation of care the following information will be required prior to a determination being delivered. The requirements are outlined below:

Initial Request for PDN/PCA

The PA Staff will obtain the following information:

- Appropriate clinical information or letter of medical necessity (LOMN) from the member's physician. If the member is in the hospital, the concurrent review nurse can obtain this information verbally from the treating physician. Member must have seen the requesting physician within six weeks of submitting the request.
- Medical history
- Treatment plan
- Number of hours requested
- End point of treatment
- Determination whether the services request is restorative or related to medication and/or rehabilitative services, which require a higher level of health care professional
- Documentation on company letterhead, preferably from Human Resources Department of caregiver's employer, verifying employment status and work schedule
- Letter from the education institute verifying the enrollment status and class hours of the caregiver
- When appropriate/necessary, a third party evaluation of member condition and home environment
-

Requests for Additional PCA Services

Requests for continuation of PCA services will be handled by a Prior Authorization (PA) Nurse. Ongoing clinical information regarding the member's medical condition is obtained by the PA Nurse to determine if the medical needs have changed or remained the same. This requested clinical information can include updated treatment plans (including expected length of services and back up care plans) and last two weeks of clinical PCA notes (including supervisor visits). The PA Nurse will confirm with the requesting provider and PCA vendor the number of hours needed to perform the member's care.

Subsequent clinical information or a LOMN will be requested if the following occur:



An important
message from
Provider Relations



- The member is readmitted to the hospital
- The member's medical condition has improved or deteriorated
- The caregiver is requesting additional hours

Request for Additional PDN Services

Requests for continuation of PDN services will be handled by the PA Nurse. Ongoing clinical information regarding the member's medical condition is obtained by the PA Nurse to determine if the medical needs have changed. Requested information must include updated treatment plans (including expected length of service and back up care plans) and last two weeks of clinical PDN notes (including supervisor visits). Subsequent clinical information or a LOMN will be requested if the following occur:

- The member is readmitted to the hospital
- The member's medical condition has improved or deteriorated
- The caregiver is requesting additional hours

➤ **Secure Portal Registration:** If you haven't already do so, please go to www.HomeStateHealth.com to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at www.payspanhealth.com

Questions?

Contact Provider Relations at 1-855-694-4663.