

December 7, 2020

Dear Nursing Facility Provider,

We are contacting you with a reminder that PA Health & Wellness (PHW) will not reimburse services that a Participant is not eligible to receive. This was a requirement prior to the implementation of the Community HealthChoices (CHC) program and it has remained in place.

All Nursing Facility claims, submitted on or after 1/1/2021, for dates of service starting 12/1/2020, will be subject to editing logic that will determine if the Participant is CHC Nursing Facility Clinically Eligible (NFCE) prior to payment of claims. If a CHC Participant is not eligible for Nursing Facility services, claims for Nursing Facility services will be denied after the initial 30 days of service.

If you are experiencing challenges with a CHC Participant's eligibility for Nursing Facility services, please reach out to that Participant's County Assistance Office (CAO) to request assistance. CAO contact information is located on the DHS website: <https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>.

Thank you for your ongoing partnership. If you have any questions, please reach out to your Provider Relations contact or email us at [PHWProviderRelations@PAHealthWellness.com](mailto:PHWProviderRelations@PAHealthWellness.com).

Sincerely,

PA Health & Wellness