

PHW Website (Provider Page) & PHW Email to Provider Distribution List

PHW Provider,

Currently PHW provides you the courtesy of a reminder when we observe providers scheduling over authorizations. Please be aware that effective 6/1/2020, PHW will be implementing billing guardrails within HHAeXchange to ensure that providers do not bill for more units than the participant is authorized.

If there is a need to move a service by a day to accommodate a participant or to adjust due to an unavoidable staffing limitation, it is acceptable under some circumstances to move or adjust that day of service. This request should be dependent upon the sound professional judgement of the provider. PHW provider quality and network departments will continue to monitor compliance with health plan guidelines and expectations.

It is our goal that this update will help providers with accurate utilization of authorized services throughout the year and that we can quickly identify any issues or changing participant needs. PHW remains committed to responding in a timely manner to any issues or adjustments.

Included are some examples of service schedule adjustments that PHW considers acceptable and reflect sound judgement. PHW encourages providers to ask additional questions and/or request review of alternate examples. PHW will incorporate additional feedback into the FAQs to benefit the full provider network.

Thank you for your ongoing partnership and commitment to delivering exceptional service to CHC participants.

Examples:

Example	Acceptable Adjustment	Rationale
<p><u>Typical Schedule</u> Mrs. Smith usually receives 4 hours of PAS on M,W,F from 12-4pm for ADL/IADL support including bathing and dressing.</p> <p><u>Situation</u> This Friday Ms. Smith has a visitor and has requested her service be moved to Thursday.</p>	<p>Acceptable for provider to adjust the service delivery to Thursday.</p>	<ul style="list-style-type: none"> • Service is not duplicated • Participant centered
<p><u>Typical Schedule</u> Mr. Jones usually receives 8 hours of PAS 7 days weekly from 10am-4pm for ADL/IADL support including bathing, dressing, transfers, toileting, personal care, and other ADL/IADL support.</p> <p><u>Situation</u> This Friday Mr. Jones has a full day of medical appointments and has requested his service be moved to Thursday.</p>	<p>Some but not all of the service could be moved to another day or some provided same day.</p>	<p>It would not be acceptable to move the full amount of service to another day as some of these activities would not need to be provided given the planned medical appointments. However it is possible that some service may still be provided before and after the appointment. It is unlikely that the full service would be provided nor could this service be moved to another day.</p>
<p><u>Typical Schedule</u> Mr. Adams usually receives 5 hours of PAS on M,T, W,Th from 10-3pm for ADL/IADL support including bathing, dressing, toileting, and meal prep. His son helps with meals the rest of the week.</p> <p><u>Situation</u> On Wed this week, it is Mr. Adams' birthday and his son is coming over to cook him his favorite dinner.</p>	<p>It would not be necessary to provide additional meal prep on Tuesday or Thursday to make up for the usual Wednesday meal prep that is not needed this week.</p>	<ul style="list-style-type: none"> • Services are for providing care to participant as needed. • If it was not needed this week, provider cannot service/bill for it.