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## **1.0 Description of the Procedure, Product, or Service**

Home Health Services include medically necessary skilled nursing services, specialized therapies (physical therapy, speech-language pathology, and occupational therapy), home health aide services, and medical supplies provided to recipients who live in private residences.

The home health agency shall provide the services safely and effectively in the recipient's home in accordance with 10A NCAC 13J (The Licensing of Home Care Agencies) and the home health agency's policy. All services shall be provided by staff employed by or under contract to the home health agency.

Descriptions of the services available under the NC Health Choice (NCHC) home health program are listed below.

### **1.1 Skilled Nursing**

Skilled nursing components are the assessment, judgment, intervention, and evaluation of interventions by a licensed registered nurse (RN), or a licensed practical nurse (LPN) under the supervision of the RN, and in accordance with the plan of care (POC).

Skilled nursing services are covered when furnished by an RN or an LPN. An RN shall complete the initial assessment visit and shall appropriately supervise the LPN within the scope of the N.C. Board of Nursing (NCBON).

Services shall be medically necessary and reasonable for the diagnoses and to the treatment of the recipient's illness or injury. The services include:

- a. Observation, assessment, and evaluation of the recipient's condition when only the specialized skills and training of a licensed nurse can determine the recipient's medical status;
- b. Management and evaluation of the recipient's POC to ensure that the care is achieving its purpose;
- c. Teaching and training the recipient, the recipient's family, or other caregivers about how to manage the recipient's treatment regimen; and

Skilled nursing procedures medically necessary and reasonable for the treatment of the recipient's illness or injury.

### **1.2 Specialized Therapies**

Refer to NCHC Clinical Coverage Policy on, *Outpatient Specialized Therapies (not finalized)* it will be available on DMA's Website at <http://www.ncdhhs.gov/dma/hcmp/>), for a complete description

#### **1.2.1 Physical Therapy**

Physical therapy services are covered when provided by a licensed physical therapist (PT) or by a licensed physical therapy assistant (PTA) under the direction of a licensed PT. These services help relieve pain; restore maximum body function; and prevent disability following disease, injury, or loss to a part of the body.

NC Health Choice accepts the medical necessity criteria for initiating, continuing, and terminating treatment as published by the American Physical Therapy Association in the most recent edition of *Physical Therapy: Guide to Physical Therapist Practice, Part Two: Preferred Practice Patterns*.

Exception: The basis for beginning treatment shall be the identification of a specific *treatable* functional physical impairment that impedes the recipient's ability to participate in activities of daily living (ADLs) and instrumental ADLs (IADLs). The impairment need not be *reversible*.

### 1.2.2 Speech Therapy

Speech-language pathology services are covered when provided by a licensed speech-language pathologist to treat speech and language disorders that result in communication disabilities. The services are also provided to treat swallowing disorders (dysphagia), regardless of the presence of a communication disability.

NCHC accepts the medical necessity criteria for speech-language therapy treatment outlined in the following sources.

- a. Speech-language pathology services for the treatment of dysphagia. In Centers for Medicare and Medicaid Services (CMS) Publication 100-3, *Medicare National Coverage Determinations Manual* (Part 3, Section 170.3, Rev. 55: issued May 5, 2006; effective October 1, 2006; implementation October 2, 2006).
- b. Coverage of outpatient rehabilitation therapy services (physical therapy, occupational therapy, and speech-language pathology services) under medical insurance. In CMS Publication 100-2, *Medicare Benefit Policy Manual* (Chapter 15, Section 220, Rev. 36: issued June 24, 2005; effective June 6, 2005, implementation June 6, 2005).
- c. Practice of speech-language pathology. In CMS Publication 100-2, *Medicare Benefit Policy Manual* (Chapter 15, Section 230.3, Rev 36: issued June 24, 2005; effective June 6, 2005; implementation June 6, 2005).

**Note:** CMS publications can be found at <http://www.cms.hhs.gov/manuals/IOM/list.asp>.

- d. Position statement: Clinical management of communicatively handicapped minority language populations [American Speech-Hearing Association guidelines regarding bilingual services]. Available at <http://www.asha.org/docs/html/PS1985-00219.html>.

### 1.2.3 Occupational Therapy

Occupational therapy services are covered when provided by a licensed occupational therapist (OT) or by a licensed occupational therapy assistant under the direction and supervision of a licensed OT. Services help improve and restore functions impaired by illness or injury. When a recipient's functions are permanently lost or reduced, occupational therapy helps improve the recipient's ability to perform the tasks needed for independent living.

NC Health Choice (NCHC) accepts the medical necessity criteria for beginning, continuing, and terminating treatment as published by the American Occupational Therapy Association in the most recent edition of *Occupational Therapy Practice Guidelines Series*.

Exception: The basis for beginning treatment shall be the identification of a specific *treatable* functional physical impairment that impedes the recipient's ability to participate in productive activities. The impairment need not be *reversible*.

### 1.3 Home Health Aide Services

Home health aide services are hands-on paraprofessional services provided by a Nurse Aide I or II (NA I or NA II) under the supervision of the RN. The services are provided in accordance with the established POC to support or assist the skilled service (skilled nursing and specialized therapies).

Home health aide services help maintain a recipient's health and facilitate treatment of the recipient's illness or injury. Typical tasks include:

- a. assisting with activities such as bathing, caring for hair and teeth, eating, exercising, transferring, and eliminating;
- b. assisting a recipient in taking self-administered medications that do not require the skills of a licensed nurse to be provided safely and effectively;
- c. assisting with home maintenance that is incidental to a recipient's medical care needs, such as doing light cleaning, preparing meals, taking out trash, and shopping for groceries; and
- d. performing simple delegated tasks such as taking a recipient's temperature, pulse, respiration, and blood pressure; weighing the recipient; changing dressings that do not require the skills of a licensed nurse; and reporting changes in the recipient's condition and needs to an appropriate health care professional.

### 1.4 Medical Supplies

NCHC accepts the medical supplies as listed on the Home Health Services Fee Schedule. This list is available on DMA's Web site at <http://www.ncdhhs.gov/dma/fee/>.

## 2.0 Eligible Recipients

### 2.1 General Provisions

To be eligible, NCHC recipients must be enrolled on the date of service.

## 3.0 When the Procedure, Product, or Service Is Covered

### 3.1 General Criteria

NCHC covers procedures, products, and services related to this policy when they are medically necessary and

- a. the procedure, product, or service is individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the recipient's needs;
- b. the procedure, product, or service can be safely furnished, and no equally effective and more conservative or less costly treatment is available; **AND**
- c. the procedure, product, or service is furnished in a manner not primarily intended for the convenience of the recipient, the recipient's caretaker, or the provider.

### 3.2 Specific Criteria: All Home Health Visits

Nursing, home health aide, and specialized therapy services are provided on a per-visit basis. The home shall be the most appropriate setting for the service. Services provided in the home are deemed appropriate when the service can be more effectively provided in that setting due to either the frequency of the service or the recipient's condition. The medical records shall include documentation supporting one or more of the following reasons that the services should be provided in the recipient's home instead of the physician's office, clinic, or other outpatient setting.

- a. The recipient requires assistance in leaving the home, such as with opening doors and other routine activities, due to a physical impairment or a medical condition.
- b. The recipient is non-ambulatory or wheelchair bound with a medical condition that precludes leaving home on a regular basis.
- c. The recipient would require ambulance transportation.
- d. The recipient is medically fragile or unstable:
  1. infants up to 6 weeks of age who have acute needs, who are at medical risk, or both;
  2. post-surgery recipients who are restricted from activity except for short periods of time;
  3. recipients with one or more medical conditions that would likely be exacerbated by leaving the home;
  4. recipients with one or more medical conditions that would make leaving home inadvisable or detrimental to the recipient's health;
  5. recipients who are experiencing severe pain;
  6. recipients with shortness of breath that significantly hinders travel;
  7. recipients who, because of their medical condition, must be protected from exposure to infections; or
  8. recipients who have just had major surgery.
- e. Leaving the home would interfere with the effectiveness of the services:
  1. recipients, especially young children, with an extreme fear of the hospital or physician's office;
  2. recipients living in an area where travel time to outpatient services would require 1 hour or more of driving time;
  3. recipients who need a service repeated at frequencies that would be difficult to accommodate in the physician's office, clinic, or other outpatient setting;
  4. recipients requiring regular and PRN (as needed) catheter changes;
  5. recipients who have a). demonstrated a failure to comply with medical appointments at a physician's office, clinic, or other outpatient facility due to a medical condition or cognitive impairment and b). suffered adverse consequences as a result;
  6. recipients requiring complex wound care, such as irrigation and packing, twice a day or more often; or
  7. the recipient requires in-home training for the use of assistive devices specifically customized for his or her home environment (such as bath chairs and shower grab bars).

### 3.3 Specific Criteria: Skilled Nursing Services

An NCHC-eligible recipient qualifies for in-home skilled nursing services when he or she meets the criteria listed in **Subsections 3.1** and **3.2** and all the following requirements are met:

- a. the services are ordered by the recipient's attending physician and provided according to an approved POC;
- b. the recipient requires medically necessary skilled nursing care that can be provided only by an RN or LPN;
- c. the recipient requires repeated skilled nursing assessments and ongoing monitoring that can be provided on an intermittent or part-time basis (refer to **Subsection 5.4, Amount, Frequency, and Duration of Service**, for more details); and
- d. the recipient lives in a private residence or group home.

### 3.4 Specific Criteria: Specialized Therapy Services

An NCHC-eligible recipient qualifies for in-home specialized therapy (physical therapy, occupational therapy, and speech-language therapy) assessment, evaluation, and treatment services when the criteria listed in **Subsections 3.1** and **3.2** are met. The recipient must live in a private residence or group home.

Medical necessity for outpatient specialized therapies is defined by the policy guidelines recommended by the authoritative bodies for each discipline. Refer to NCHC Clinical Coverage Policy on, *Outpatient Specialized Therapies (not finalized)* it will be available on DMA's Web site, <http://www.ncdhhs.gov/dma/hcmp/>.

### 3.5 Specific Criteria: Home Health Aide Services

Home health aide services are ordered by the recipient's attending physician and delivered according to a POC that is established by the RN or licensed therapist and authorized by the attending physician. An eligible NCHC recipient qualifies for home health aide services when the criteria listed in **Subsections 3.1** and **3.2** are met and *all* of the following requirements apply:

- a. the recipient requires help with personal care, ADLs, or other non-skilled health care as designated in the POC;
- b. the service is provided under the professional supervision of an RN or licensed therapist in accordance with the federal conditions of participation (42 CFR 484.36);
- c. the recipient lives in a private residence;
- d. the recipient is receiving a *skilled* service (skilled nursing or specialized therapies); and
- e. the tasks performed by the home health aide are those specified in the POC. The tasks shall be within the scope of home care licensure rules as set forth by the NC BON.

### 3.6 Specific Criteria: Medical Supplies

Medical supplies are covered when they are:

- a. ordered by a physician;
- b. documented in the recipient's POC;

- c. medically necessary as part of the recipient's home health care;
- d. reasonable for use in the home; and
- e. listed on the Home Health Services Fee Schedule.

**Note:** NCHC accepts the medical supplies as listed on the Home Health Services Fee Schedule. This list is available on DMA's Website at <http://www.ncdhhs.gov/dma/fee/>. The Home Health Services Fee Schedule lists the covered medical supplies with the applicable national HCPCS codes, as mandated under the Health Insurance Portability and Accountability Act (HIPAA). The fee schedule is posted on DMA's Web site at <http://www.ncdhhs.gov/dma/fee/>. Periodic updates are made to the fee schedule to accommodate coding changes made by CMS.

### 3.6.1 Coverage criteria:

An item is covered when it meets the following criteria:

- a. The item supplied is medically necessary and reasonable for treatment of a recipient's illness or injury.
- b. The item supplied has a therapeutic or diagnostic purpose for a specific recipient and is not a convenience or comfort item (items that are often used by persons who are not ill or injured, such as soaps, shampoos, lotions and skin conditioners, and pantliners or pads).
- c. The item supplied shall be specifically ordered by the physician and included in the POC. The physician's order in itself does not make an item "medically necessary" for the purposes of NCHC coverage. The order authorizes the agency to provide the item, but the agency should bill NCHC for the item only if it meets NCHC criteria.
- d. The item supplied is one that NCHC considers to be a home health medical supply item. Items such as drugs and biologicals, medical equipment (i.e. blood pressure cuffs, glucometers, etc.), orthotics and prosthetics, and nutritional supplements are examples of items *not* considered home health medical supplies.
- e. The item supplied is not an item routinely furnished as part of recipient care (minor medical and surgical supplies routinely used in recipient care, such as alcohol wipes, applicators, lubricants, lemon-glycerin mouth swabs, thermometers, nonsterile gloves, and thermometer covers). These items are considered part of an agency's overhead costs and cannot be billed and reimbursed as separate items.
- f. Agency documentation shall support the medical necessity and quantity of supplies for the recipient's need.

**Note:** Nonsterile gloves for agency use are considered an overhead cost to the agency and cannot be billed for NCHC reimbursement. Gloves for use by the recipient or caregiver can be billed but must meet medical necessity criteria to be covered. There must be a need for immediate contact with the recipient's bodily fluids or infectious waste to meet this criteria.

### 3.6.2 Use of the Miscellaneous Supply Procedure Code

Every effort is made to include on the fee schedule the items that are medically necessary and reasonable to treat the illnesses, diseases, and injuries common to the NCHC home care population. Items that are medically necessary for

treatment but not included on the fee schedule may be billed and reimbursed with the miscellaneous supply procedure code. The supply shall meet NCHC's coverage criteria.

When considering the use of the miscellaneous supply procedure code, do the following.

- a. Determine whether the item is classified as a home health medical supply. Medical supplies are defined as consumable non-durable supplies that:
  1. are usually disposable in nature;
  2. cannot withstand repeated use by more than one recipient;
  3. are primarily and customarily used to serve a medical purpose;
  4. are not useful to a recipient in the absence of illness or injury; or
  5. are ordered or prescribed by a physician.
- b. If the supply is on the Durable Medical Equipment (DME) fee schedule or the Home Infusion Therapy (HIT) fee schedule, but is not listed on the Home Health Services Fee Schedule, the item is not covered as a home health medical supply.
- c. Determine whether the item meets the medical necessity criteria outlined in **Subsection 3.6.1**.
- d. Document the medical reason for using this item instead of one listed on the fee schedule. Retain this information in the recipient's medical records.

**Note:** If the medical supply item is not listed on the fee schedule but will need to be used continually, a request to add the item should be submitted to DMA. The request shall be submitted on the Request for HCPCS Code Addition form (DMA-3400) with supporting documentation on cost, usage, and efficacy. Refer to **Attachment C, Request for HCPCS Code Addition**, for additional information and an illustration of the form. The form may be downloaded from

<http://www.ncdhs.gov/dma/provider/forms.htm> (under Home Health).

## 4.0 When the Procedure, Product, or Service Is Not Covered

### 4.1 General Criteria

Procedures, products, and services related to this policy are not covered when

- a. the recipient does not meet the eligibility requirements listed in **Section 2.0**;
- b. the recipient does not meet the medical necessity criteria listed in **Section 3.0**;
- c. the procedure, product, or service unnecessarily duplicates another provider's procedure, product, or service; or
- d. the procedure, product, or service is experimental or investigational.

### 4.2 Specific Criteria

NCHC does not cover the following home health services:

- a. any services that were not ordered by a physician and included on the authorized POC or verbal order;
- b. Home health aide services for recipients residing in a group home;

- c. Home health aide services when no skilled service is being provided;
- d. physical therapy, occupational therapy, or speech pathology service for maintenance only;
- e. physical therapy, occupational therapy, or speech pathology service for maintenance only;
- f. medical supply items routinely furnished as part of recipient care, such as alcohol wipes, applicators, lubricants, mouth swabs, nonsterile gloves, or thermometers;
- g. medical supplies considered convenience items (items that are often used by persons who are not ill or injured) such as soaps, shampoos, lotions and skin conditioners, and disposable pantliners or pads;
- h. any services when there is no evidence that the home is the most appropriate place to provide the service (refer to Subsection 3.2); or
- i. provision of any service without documentation (in clinical or progress notes) to support that the service was provided in accordance with policy guidelines. All documentation shall be signed and dated in accordance with accepted professional standards. The service provision shall be supported by the POC.

## 5.0 Requirements for and Limitations on Coverage

### 5.1 Prior Approval

Prior approval is not required for home health skilled nursing and home health aide services, (refer to **Subsection 5.4**). Prior approval is required for home health specialized therapies. Refer to NCHC Clinical Coverage Policy on, *Outpatient Specialized Therapies (not finalized)* it will be available on DMA's Web site, <http://www.ncdhhs.gov/dma/hcmp/>.

### 5.2 Physician's Orders and Documenting the Plan of Care

An order from the attending physician's is required for all home health services as a *condition* for NCHC reimbursement. The physician shall certify in writing that home is the most appropriate place for the care and provide a statement supporting the certification. Refer to specific criteria in **Subsection 3.2** of this policy.

With verbal authorization from the physician, the home health agency can begin services prior to receiving written orders. Verbal orders must be documented and signed by the physician according to home care licensure rules within 60 calendar days.

#### 5.2.1 Face to Face Encounter

The physician must provide a written attestation statement that face-to-face contact was made with the recipient within the last 90 days in accordance with Section 6407 of the Patient Protection and Affordable Care Act. The attestation should be a brief narrative describing the patient's clinical condition and how the patient's condition supports the needs for skilled services. The required contact must be with the physician or an allowed non-physician practitioner (NPP). The encounter must occur within the 90 days prior to the start of care or within the 30 days after the start of care. A copy of the statement must be kept in the recipient's records. Home health agencies shall established internal processes to comply with the face-to-face encounter requirement mandated by the Patient Protection and Affordable Care Act for purposes of certification of a recipient's eligibility for NCHC covered home health services.

**1. Qualified Non-Physician Practitioner**

The NPP allowed to perform the face to face encounter must be one of the following, as defined by the Social Security Act and accepted by NCHC:

- a. a nurse practitioner or clinical nurse specialist as defined in section 1861(aa)(5) of the Social Security Act , who is working in collaboration with a physician in accordance with state law;
- b. a certified nurse mid-wife as defined in section 1861(gg) of the Social Security Act; or
- c. a physician’s assistant as defined in section 1861(aa)(5) of the Social Security Act, working under the supervision of a physician.

**2. Documenting the Face to Face Encounter**

Documentation of the face to face encounter must include the following:

- j. the date of the face to face encounter with the physician or the appropriate NPP;
- k. a brief narrative composed by the certifying physician who describes how the patient’s clinical condition as seen during that encounter supports the patient’s need for skilled services

If the certifying physician or NPP has not seen the recipient within 90 days of the start of care, a face to face encounter is required within 30 days after the start of services.

**5.2.2 Documenting the Plan of Care**

The physician must authorize a plan of care by signing a completed Form CMS-485 submitted by the home health agency.-The plan of care shall be re-certified every 60 calendar days if the services continue to be medically necessary.

A copy of the plan of care shall be maintained in the client’s home.

The legal signature may be handwritten or electronic (faxed copy) and shall comply with Division of Health Service Regulation (DHSR) and CMS regulations. The ordering physician is responsible for the authenticity of the signature.

**Note:** The use of a signature stamp is not acceptable.

**5.2.3 Developing the Plan of Care**

The POC is developed by the home health nurse or therapist in collaboration with the physician and according to home care licensure rules and federal conditions of participation. The documentation shall indicate that all ordered services are medically necessary and that the recipient’s home is the most appropriate setting for the care.

**5.2.4 Components of the Plan of Care**

The POC shall include

- a. All pertinent diagnoses, including the recipient’s mental status
- b. The type of services, supplies, and equipment ordered
- c. The frequency and duration of visits for skilled nursing, therapy, and home health aide services

**Note:** For skilled nursing or therapy services, the POC shall additionally include defined goals for each therapeutic discipline; specific content, duration, and intensity of service for each therapeutic discipline; and a delineation of whether the visit is for evaluation or treatment.

- d. The recipient's prognosis, rehabilitation potential, functional limitations, permitted activities, nutritional requirements, medications, treatments, goals, allergies, and teaching requirements
- e. A statement that the recipient's home is the most appropriate setting for the required services
- f. Safety measures to protect against injury
- g. Discharge plans

### **5.2.5 Changing the Plan of Care**

The physician shall authorize any change in the amount, type, or frequency of home health services provided.

- a. The physician's orders may be verbal or written. Verbal orders shall be transcribed and signed by the physician in accordance with 10A NCAC 13J.
- b. A face to face encounter is recommended for a significant change in the recipient's condition.

## **5.3 Location of Service**

### **5.3.1 Private Residence**

Skilled nursing services, medical supplies, specialized therapy services, and home health aide services can be provided to recipients in a private residence.

### **5.3.2 Group Homes**

Skilled nursing services, medical supplies, and specialized therapy services can also be provided in the group home setting.

**Note:** Home health aide services are not covered for recipients residing in group homes.

## **5.4 Amount, Frequency, and Duration of Service**

Home health services are provided through visits made to the recipient's home by the skilled staff or a home health aide.

A visit is a personal contact in a recipient's home by the employee of a certified home health agency for providing home health services. A visit begins when a service is initiated and does not end until the delivery of the service is completed.

If multiple services are required and can be performed during the same visit, then all the services shall be completed in only one visit.

Skilled nursing and home health aide visits are provided on a part-time or intermittent basis. For purposes of this policy, part-time or intermittent is defined as skilled nursing or home health aide services combined to total less than 8 hours per day and 28 or fewer hours each week. Based on the need for care, on a case-by-case basis, the weekly total may be increased to up to 35 hours.

#### 5.4.1 Skilled Nursing

Skilled nursing is provided under the NCHC program on a per-visit basis. Skilled nursing visits are limited to the amount, frequency, and duration of service authorized by the attending physician and documented in the recipient's POC. The visits shall be provided on a part-time or intermittent basis.

Skilled nursing shall comply with the physician-approved POC; 10A NCAC 13J; 21 NCAC 36; and NCGS 90, Article 9.

#### 5.4.2 Home Health Aide Services

Home health aide services are limited to the amount, frequency, and duration of service ordered by the physician and documented in the POC.

**Note:** Home health aide services are covered only when provided in the recipient's private residence.

#### 5.4.3 Specialized Therapies

The type, amount, frequency, and duration of specialized therapy treatment visits are limited to what is ordered by the physician and documented in the POC. Specialized therapy treatment is subject to the limits and requirements and prior approval process listed in **Subsection 5.1, Prior Approval**, and in NCHC Clinical Coverage Policy on, *Outpatient Specialized Therapies (not finalized)* it will be available on DMA's Web site, <http://www.ncdhhs.gov/dma/hcmp/>

### 6.0 Providers Eligible to Bill for the Procedure, Product, or Service

To be eligible to bill for procedures, products, and services related to this policy, providers shall

- a. meet NCHC qualifications for participation;
- b. be currently enrolled with NCHC; **AND**
- c. bill only for procedures, products, and services that are within the scope of their clinical practice, as defined by the appropriate licensing entity.

To qualify for enrollment as a NCHC home health services provider, the agency shall be Medicare certified and licensed by DHR to provide home health services. All services shall be provided by staff employed by or under contract to the home health agency.

#### 6.1 Provision of Service

Skilled nursing care shall be provided by an RN or LPN. The RN shall supervise the skilled nursing care. The services shall be provided within the scope of practice, as defined by the NCBON Nurse Practice Act and Home Care Licensure Rules.

All services provided by a home health aide shall be supervised by an RN or a licensed therapist. Supervisory visits shall be made at least once every two weeks in accordance with the federal conditions of participation (42 CFR 484.36).

Specialized therapy services shall be provided by the appropriate licensed therapist or a qualified therapy assistant under the direction and supervision of a licensed therapist.

## **6.2 Home Health Aide Services**

NA I and II training, qualifications, and tasks shall comply with the administrative rules for the NCBON.

The aide shall be listed as either a Nurse Aide I on the NA Registry at the N.C. Department of Health and Human Services, DHSR, or as a Nurse Aide II on the NA registry and on the NCBON registry.

All services provided by a home health aide shall be supervised by an RN or a licensed therapist. Supervisory visits shall be made at least once every two weeks in accordance with the federal conditions of participation (42 CFR 484.36).

## **7.0 Additional Requirements**

### **7.1 Compliance**

Providers shall comply with all applicable federal, state, and local laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and record retention requirements. Providers who fail to comply with applicable federal, state, and local laws, regulations, and agreements are subject to referral to Program Integrity and possible recoupment.

### **7.2 DMA Compliance Reviews**

The Home Health Provider Organization shall:

- a. Cooperate with and participate fully in all desktop and on-site quality, compliance, post-payment audits that may be conducted by DMA or its designee;
- b. Meet DMA requirements for addressing identified program deficiencies, discrepancies, and quality issues through the DMA corrective action process and any overpayment recovery or sanctioning process imposed by DMA's Program Integrity Section; and
- c. Maintain all clinical records and billing documentation in an accessible location in a manner that will facilitate regulatory reviews and post payment audits.

### **7.3 Patient Self Determination Act**

The Patient Self Determination Act of 1990, Sections 4206 and 4751 of the Omnibus Budget Reconciliation Act of 1990, P.L.101-508 requires that Medicaid-certified hospitals and other health care providers and organizations, give patients information about their right to make their own health decisions, including the right to accept or refuse medical treatment. Providers shall comply with these guidelines.

### **7.4 Post-Payment Validation Reviews**

NCHC or agents acting on behalf of NCHC will perform reviews for monitoring utilization, quality, and appropriateness of all services rendered. Post-payment validation reviews will be conducted using a statistically valid random sample from paid claims. Overpayments will be determined using monthly paid claims data. Written notice of the finding(s) will be sent to the provider who is the subject of the review and will state the basis of the finding(s), the amount of the overpayment, and the provider's appeal rights. Case reviews may also show the need for an educational notification to the provider.

## **7.5 Coordination of Home Care Services**

The home health agency is responsible for determining what other services the recipient is receiving and for coordinating care to ensure there is no duplication of service.

### **7.5.1 Coordination with Private Duty Nursing**

Home health skilled nursing services are not covered on the same day as private duty nursing (PDN) services. The PDN nurse shall provide all of the nursing care needed in the home for the PDN recipient.

Specialized therapies may be provided during the same time period that a recipient is receiving PDN services.

Home health aide services are not covered on the same day as PDN services.

### **7.5.2 Coordination with In-Home Drug Infusion Therapy**

Home health skilled nursing services are not covered for the provision of drug infusion therapy when the recipient is receiving services from a Medicaid Home Infusion Therapy (HIT) provider. Nursing services related to the drug infusion are provided by the HIT provider and covered in the HIT per diem payment. Home health services may be covered for medical needs not related to the provision of drug therapy if the recipient is receiving services from a Home Infusion Therapy (HIT) provider. Home health visits shall be coordinated with other home care service providers to avoid more than one person working with the recipient at the same time.

### **7.5.3 Coordination with In-Home Nutrition Therapy**

Home health skilled nursing care may be provided to recipients who need enteral or parenteral nutrition therapy. DME suppliers and HIT providers may furnish the equipment, supplies, and formulae needed for enteral nutrition. However, only HIT providers may provide these items for parenteral nutrition.

### **7.5.4 Coordination with Hospice**

Hospice provides all skilled nursing care related to the terminal illness. Home health agencies may provide only those services that are not related to the terminal illness.

## **7.6 Medical Record Documentation**

The home health agency is responsible for maintaining all financial and medical records and documents necessary to disclose the nature and extent of services billed to NCHC.

### **7.6.1 Clinical or Progress Notes**

Services rendered to the recipient shall be documented in the medical record, in the form of clinical notes or progress notes. The clinical notes or progress notes shall adhere to the definitions outlined in 42 CFR 484.2. Each entry shall include the following:

- a. A full description of the nature and extent of the service provided;
- b. The employee's signature, initial of first name, full last name, and abbreviation of licensure (such as RN, LPN, PT, OT) or job title (NA, personal care technician (PCT), PTA)
- c. The date (month/day/year) and the time the entry is made; and

- d. The recipient's name and identification (medical record number or history number) written or stamped on each page or report at the time it becomes a part of the medical record.

A copy of the CMS-485 signed and dated by the physician supporting the services documented; and

A copy of physician written certification of face-to-face encounter.

#### **7.6.2 Record Retention**

The records shall be maintained

- a. at the home health agency office responsible for providing services to the recipient—except for financial records, which may be maintained in a central location and made available to DMA upon request; and
- b. in an accessible location and in a manner that will facilitate regulatory review.

Upon request, the home health agency will provide to NCHC all financial and medical records and other documents for recipients whose care and treatment has been billed in whole or in part to NCHC.

## 8.0 Policy Implementation/Revision Information

Original Effective Date: July 1, 2010

### Revision Information:

Date	Section Revised	Change
July 1, 2010		Policy Conversion: Implementation of Session Law 2009-451, <b>Section 10.32 “NC HEALTH CHOICE/PROCEDURES FOR CHANGING MEDICAL POLICY.”</b>
12/1/11	Throughout	Name of policy changed from Home Care to Home Health Services
12/1/11	Throughout	Home care changed to home health services
12/1/11	Subsection 3.2	Private duty nursing removed from Specific Criteria
12/1/11	Section 6.0	Added, “To qualify for enrollment as a NCHC home health services provider, the agency shall be Medicare certified and licensed by DHSR to provide home health services. All services shall be provided by staff employed by or under contract to the home health agency.”
12/1/11	Section 1.0	Replaced 1.0 with new
12/1/11	Subsections 1.1 – 1.4	Added 1.1 through 1.4
12/1/11	Subsection 3.2	Replaced 3.2
12/1/11	Subsections 3.3 – 3.6	Added 3.3, 3.4, 3.5, 3.6 ( divides info in 3.2 into 4 other sections and added related info)
12/1/11	Subsection 4.2	Replaced 4.2
12/1/11	Subsection 5.1	deleted some word not and care and added in information (previous incorrect did not match current Medicaid Policy)
12/1/11	Subsections 5.2 – 5.4	Replaced 5.2(with subsections), Added 5.3, and 5.4 (with subsections)
12/1/11	Section 6.0	Added paragraph about provider qualifications
12/1/11	Subsections 6.1, 6.2	Added section 6.1 and 6.2
12/1/11	Subsections 7.2, 7.3, 7.4	Added info
12/1/11	Attachment A	Replaced C, E, F
12/1/11	Attachment A	Added info to H

## Attachment A: Claims-Related Information

Reimbursement requires compliance with all NCHC guidelines.

### A. Claim Type

Institutional (UB-04/837I transaction)

### B. Diagnosis Codes

Providers shall bill the ICD-9-CM diagnosis codes(s) to the highest level of specificity that supports medical necessity.

### C. Revenue Codes

The revenue codes used for billing home health skilled visits, home health aide visits, and specialized therapies are listed in the table below.

For specialized therapies, it is essential to distinguish between therapy visits for the purpose of evaluation (or re-evaluation) and therapy visits for treatment. Document the distinction in the physician's orders and keep the documentation in the recipient's record. Bill with the appropriate revenue code. Refer to codes 420, 424, 430, 434, 440, and 444 in the table below. Additional information on specialized therapies can be found in NCHC *Outpatient Specialized Therapies (not finalized)*. It will be linked from the DMA Web site (<http://www.ncdhhs.gov/dma/hcmp/>).

Revenue Code	Description	Use	Unit of Service
<b>THERAPIES</b>			
420	Physical therapy—general classification	Physical therapy	1 Visit
424	Physical therapy evaluation or re-evaluation	Physical therapy evaluation	1 Visit
430	Occupational therapy—general classification	Occupational therapy	1 Visit
434	Occupational therapy evaluation or re-evaluation	Occupational therapy evaluation	1 Visit
440	Speech therapy—general classification	Speech-language pathology services	1 Visit
444	Speech therapy evaluation or re-evaluation	Speech-language pathology services evaluation	1 Visit
<b>SKILLED NURSING VISITS</b>			
550	Skilled nursing—home health—general classification	Skilled nursing: Initial assessment/re-assessment (Initial assessment of a new patient or 60-calendar-day re-assessment)	1 Visit
551	Skilled nursing—visit charge	Skilled nursing: Treatment, teaching/training, observation/evaluation	1 Visit

Revenue Code	Description	Use	Unit of Service
559	Skilled nursing—other	Skilled nursing: For a dually eligible recipient when the visit does not meet Medicare criteria (for example, the recipient is not homebound)	1 Visit
580	Home health—other visits—general classification	Skilled nursing: Venipuncture	1 Visit
581	Home health—other visits—visit charge	Skilled nursing: Pre-filling insulin syringes/Medi-Planners	1 Visit
589	Home health—other visit—other	Supply only visit; no other skilled service provided	1 Visit
<b>HOME HEALTH AIDE</b>			
570	Home Health Aide—general classification	Home Health Aide	1 Visit

Home health medical supplies are billed using revenue code 270, along with the applicable HCPCS code for the individual supply.

#### **D. Modifiers**

Providers are required to follow applicable modifier guidelines.

#### **E. Billing Units**

The billing unit is assigned to each procedure code individually. Refer **Subsection 1.4**.

#### **F. Place of Service**

Not applicable

#### **G. Co-payments**

Co-payments are not required for home health services

#### **H. Reimbursement**

Providers shall bill their usual and customary charges.