

Washington Apple Health (Medicaid)

Hospice Services Billing Guide

(For Hospice Agencies, Hospice Care Centers, and Pediatric Palliative Care Providers)

January 1, 2020

Every effort has been made to ensure this guide's accuracy. If an actual or apparent conflict between this document and a Medicaid agency rule arises, the agency rules apply.

About this guide*

This publication takes effect January 1, 2020, and supersedes earlier guides to this program.

The Health Care Authority (Medicaid agency) is committed to providing equal access to our services. If you need an accommodation or require documents in another format, please call 1-800-562-3022. People who have hearing or speech disabilities, please call 711 for relay services.

Washington Apple Health means the public health insurance programs for eligible Washington residents. Washington Apple Health is the name used in Washington State for Medicaid, the children's health insurance program (CHIP), and state-only funded health care programs. Washington Apple Health is administered by the Washington State Health Care Authority.

What has changed?

| Subject | Change | Reason for Change |
|--|--|---|
| Resources Available | Removed Hospice/PPC Program Manager contact information | The agency addresses hospice and pediatric palliative care questions through the customer service line listed in this section |
| Throughout guide | Removed requirement for a hospice agency to complete <i>HCA/Medicaid Hospice Notification</i> form, HCA 13-746 for Medicare clients residing in or admitted to a nursing facility who have not yet applied for Medicaid to cover room and board. Added a requirement that case managers determine Medicaid eligibility with clients when electing hospice. | Revised to reflect current policy |
| Behavioral Health Organization (BHO) | Removed this section | Effective January 1, 2020, behavioral health services in all regions will be provided under integrated managed care. |

* This publication is a billing instruction.

| Subject | Change | Reason for Change |
|--|--|---|
| <u>Integrated Managed Care Regions</u> | <p>Effective January 1, 2020, integrated managed care is being implemented in the last three regions of the state:</p> <ul style="list-style-type: none"> • Great Rivers (Cowlitz, Grays Harbor, Lewis, Pacific, and Wahkiakum counties) • Salish (Clallam, Jefferson, and Kitsap counties) • Thurston-Mason (Mason and Thurston counties) | <p>Effective January 1, 2020, HCA completed the move to whole person care to allow better coordination of care for both body (physical health) and mind (mental health and substance use disorder treatment, together known as “behavioral health”). This delivery model is called Integrated Managed Care (IMC).</p> |

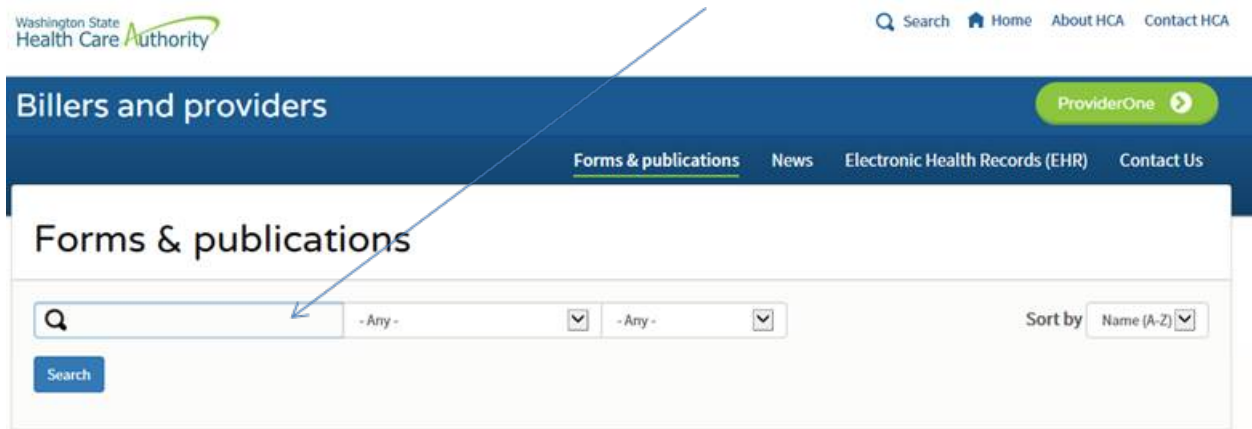
How can I get Medicaid agency provider documents?

To access provider alerts, go to the Medicaid agency’s [Provider alerts](#) webpage.

To access provider documents, go to the Medicaid agency’s [Provider billing guides and fee schedules](#) webpage.

Where can I download Medicaid agency forms?

To download a Medicaid agency provider form, go to the Medicaid agency's [Forms & publications](#) webpage. Type the Medicaid agency's form number into the **Search box** as shown below (Example: 13-835).



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Resources Available

| Topic | Contact Information |
|---|---|
| Who do I contact if I have questions regarding hospice or Pediatric Palliative Care (PPC) Case Management/Coordination policies or need information on notification requirements? | <ul style="list-style-type: none"> Billing questions 800-562-3022 (customer service line for claims) HCA - Clinical Quality and Care Transformation PO Box 45535 Olympia, WA 98504-5506 |
| Who do I contact if I have questions regarding medications not related to the hospice diagnosis? | <p>Pharmacy only providers 800-848-2842</p> <p>All other providers 800-562-3022</p> |
| How do I obtain Medicaid agency's Hospice program forms? | View and download the <i>HCA/Medicaid Hospice Notification</i> form, HCA 13-746, and the <i>Pediatric Palliative Care (PPC) Referral and 5 - Day Notification</i> form, HCA 13-752. See Where can I download Medicaid agency forms? |
| Where is the Hospice Services fee schedule? | See the Medicaid agency's Hospice Fee Schedule . |
| How do I obtain prior authorization or a limitation extension? | <p>For prior authorization or limitation extension, providers may submit prior authorization requests online through direct data entry into ProviderOne. See the Medicaid agency's prior authorization webpage for details. Providers may also fax requests to 866-668-1214 along with the following:</p> <ul style="list-style-type: none"> A completed, typed <i>General Information for Authorization</i> form, HCA 13-835. This request form must be the initial page when you submit your request. A completed <i>Hospice (including PPC) Authorization Request</i> form, HCA 13-848, and all the documentation listed on this form and any other medical justification. <p>See Where can I download Medicaid agency forms?</p> <p>For more information on requesting authorization, see the Medicaid agency's ProviderOne Billing and Resource Guide.</p> |
| How do I find out where my local Community Services Office (CSO) is located? | See Community Services Office . |
| How do I find out where my local Home and Community Services (HCS) office is located? | See Home and Community Services . |

Definitions

This section defines terms and abbreviations, including acronyms, used in this billing guide. Refer to Chapter [182-500 WAC](#) for a complete list of definitions for Washington Apple Health.

Acute – Having a rapid onset, severe symptoms, and short course; not chronic.

Aging and Long-Term Support

Administration (ALTSA) - The Aging and Long-Term Support Administration in the Department of Social and Health Services (DSHS) that provides services for adults needing long-term services and supports.

Authorized representative – A person who has been authorized to terminate medical care or to elect or revoke the election of hospice care on behalf of a terminally ill individual who is mentally or physically incapacitated. ([RCW 7.70.065](#)). ([WAC 182-551-1010](#))

Bereavement counseling – Counseling services provided to a client’s family or significant others following the client’s death.

Biologicals – Medicinal preparations, including serum, vaccine autotoxins, and biotechnological drugs made from living organisms and their products. (WAC 182-551-1010)

Brief period – Six days or less within a 30 consecutive-day period. (WAC 182-551-1010)

Certification statement – A document that states the client’s eligibility for each election period and is:

- Created and filed by the Hospice agency for each Medicaid agency hospice client.

- Signed by the physician and/or hospice medical director.

Concurrent care – Medically necessary services delivered at the same time as hospice services, providing a blend of curative and palliative services to clients age 20 and younger who are enrolled in hospice. See WAC [182-551-1860](#). (WAC 182-551-1010)

Continuous home care – Services provided for a period of 8 or more hours in a day. It may include homemaker services and home health aide services, but must be predominantly nursing care. It can be provided only during a period of **acute medical crisis** or the sudden loss of a caregiver who was providing skilled nursing care, and only as necessary to maintain the client at home. (The Medicaid agency does not reimburse for continuous home care provided to a client in a nursing facility, hospice care center or hospital.)

Counseling – Services for the purpose of helping a client and those caring for them to adjust to the individual’s approaching death. Other counseling (including dietary counseling) may be provided for the purpose of educating or training the client’s family members or other caregivers on issues related to the care and needs of the client.

Curative care – Treatment aimed at achieving a disease-free state. (WAC 182-551-1010)

Discharge – A hospice agency ends hospice care for a client. ([WAC 182-551-1010](#))

"Developmental Disabilities

Administration (DDA)" - The administration within the Washington state Department of Social and Health Services (DSHS) that assists children and adults with developmental delays or disabilities, cognitive impairment, chronic illness, and related functional disabilities.

DSHS – Department of Social and Health Services.

Election period – The time, 90 or 60 days, that the client is certified as eligible for and chooses to receive hospice care. ([WAC 182-551-1010](#))

Election statement – A written document provided by the hospice agency that is signed by the client in order to initiate hospice services.

Family – A person or people who are important to, and designated in writing by, the client and need not be relatives, or who are legally authorized to represent the client. ([WAC 182-551-1010](#))

General inpatient (GIP) hospice care - Acute care that includes services administered to the client for acute pain and/or symptom management that cannot be done in other settings. In addition:

- The services must conform to the client's written plan of care (POC).
- This benefit is limited to brief periods of care delivered in Medicaid agency - approved:
 - ✓ Hospitals.
 - ✓ Nursing facilities.
 - ✓ Hospice care centers.

Home - See Residence.

Home health aide – A person registered or certified as a nursing assistant under Chapter [18.88](#) RCW who, under the direction and supervision of a registered nurse or licensed therapist, assists in the delivery of nursing or therapy related activities, or both. ([WAC 182-551-2010](#))

Home health aide services – Services provided by a home health aide only when a client has an acute, intermittent, short-term need for the services of a registered nurse, physical therapist, occupational therapist, or speech therapist who is employed by or under contract with a home health agency. These services are provided under the supervision of the previously identified authorized practitioners and include, but are not limited to:

- Ambulation and exercise
- Assistance with self-administered medications
- Reporting changes in a client's condition and needs
- Completing appropriate records ([WAC 182-551-2010](#))

Homemaker – A person who provides assistance in personal care, maintenance of a safe and healthy environment, and services to enable a client's plan of care to be carried out.

Hospice agency – A person or entity administering or providing hospice services directly or through a contract arrangement for clients in places of temporary or permanent residence under the direction of an interdisciplinary team composed of at least a nurse, social worker, physician, spiritual counselor, and volunteer.

([WAC 182-551-1010](#))

(**Note:** For the purposes of this billing guide, requirements for hospice agencies also apply to hospice care centers.)

Home and CommunityBased Long-Term Services and Supports Program (HCB LTSS) - A waiver or state plan program providing personal care services to eligible individuals in the community [Examples include Community First Choice (CFC), Roads to Community Living (RCL), Medicaid Personal Care (MPC), New Freedom (NF), Residential Support Waiver, DDA Waiver].

Hospice aide – A person registered or certified as a nursing assistant under Chapter [18.88A](#) RCW who, under the direction and supervision of a registered nurse, physical therapist, occupational therapist, or speech therapist, assists in the delivery of nursing or therapy related activities, or both, to patients of a hospice agency, or hospice care center. (WAC 182-551-1010)

Hospice aide services – Services provided by hospice aides employed by an in-home services agency licensed to provide hospice, or hospice care services under the supervision of a registered nurse, physical therapist, occupational therapist, or speech therapist. This care may include:

- Ambulation and exercise.
- Medication assistance level 1 and level 2.

- Reporting changes in clients' conditions and needs.
- Completing appropriate records.
- Personal care or homemaker services and other nonmedical tasks.

(WAC 182-551-1010)

Hospice care center (HCC) - A homelike noninstitutional facility where hospice services are provided, and that meets the requirements for operation under RCW [70.127.280](#) and applicable rules.

(WAC 182-551-1010)

Hospice daily rate - The dollar amount the Medicaid agency will reimburse for each day of care.

Hospice services - Symptom and pain management provided to a terminally ill individual, and emotional, spiritual, and bereavement support for the client and client's family in a place of temporary or permanent residence. (WAC 182-551-1010)

Inpatient respite care - See Respite Care.

Interdisciplinary team – The group of people involved in client care providing hospice services or hospice care center services, including, at a minimum, a physician, registered nurse, social worker, spiritual counselor, and volunteer. (WAC 182-551-1010)

Intermittent – Stopping and starting again at intervals; pausing from time to time; periodic.

Life-limiting condition - A medical condition in children that most often results in death before adulthood.

Palliative – Medical treatment designed to reduce pain or increase comfort, rather than cure. (WAC 182-551-1010)

Participation - The money a client owes before eligibility for Medicaid services.

Pediatric Palliative Care (PPC) - Palliative care for a child with a life-limiting condition.

Plan of care (POC) – A written document based on assessment of client needs that identifies services to meet these needs. ([WAC 182-551-1010](#))

Referring provider – A client’s primary or general practitioner, or a physician or nurse practitioner who has consulted with the client’s primary or general practitioner.

Related conditions – Any health condition(s) that manifests secondary to, or exacerbates symptoms associated with, the progression of the condition or disease, or both, the treatment being received, or the process of dying. Examples of related conditions are:

- Medication management of nausea and vomiting secondary to pain medication
 - Skin breakdown prevention/treatment due to peripheral edema
- (WAC 182-551-1010)

Residence – A client's home or place of living. (WAC 182-551-1010)

Respite care – Short-term, inpatient care provided only on an intermittent, non-routine, and occasional basis and not provided consecutively for periods of longer than 6 days in a 30-day period.

Revoke or revocation – The choice to stop receiving hospice care. (WAC 182-551-1010)

Routine home care – Intermittent care received by the client at the client’s place of residence, with no restriction on length or frequency of visits, dependent on the client’s needs.

Terminally ill – The client has a life expectancy of 6 months or less, assuming the client’s disease process runs its natural course. (WAC 182-551-1010)

24-hour day – A day beginning and ending at midnight. (WAC 182-551-1010)

About the Hospice Program

What is the hospice program?

(WAC [182-551-1000](#))

The Medicaid agency's hospice program is a 24-hour a day program that allows a terminally ill client to choose physical, pastoral, spiritual, and psychosocial comfort care and focus on quality of life. A hospice interdisciplinary team communicates with the client's non-hospice care providers to ensure the client's needs are met through the hospice plan of care (POC). Hospitalization is used only for acute symptom management.

A client, physician, or an authorized representative under RCW [7.70.065](#) may initiate hospice care. The client's physician must provide certification that the client is terminally ill and certify that the client has a life expectancy of 6 months or less and is appropriate for hospice care. Hospice care is provided in the client's temporary or permanent place of residence.

Hospice care ends when:

- The client or an authorized representative under RCW 7.70.065 revokes the hospice care.
- The hospice agency discharges the client.
- The client's physician determines hospice care is no longer appropriate.
- The client dies.

Hospice care includes the provision of emotional and spiritual comfort and bereavement support to the client's family member(s).

How does a hospice agency become approved to provide Medicaid services?

(WAC [182-551-1300](#) and [-1305](#))

To become a Medicaid-approved hospice agency, the Medicaid agency requires a hospice agency to provide documentation that it is Medicare, Title XVIII-certified by the Department of Health (DOH) as a hospice agency and meet the requirements in:

- [Chapter 182-551 WAC Subchapter I](#), Hospice Services.
- [Chapter 182-502 WAC](#), Administration of Medical Programs-Providers.
- [Title XVIII](#) Medicare Program.

To ensure quality of care for clients, the Medicaid agency's clinical staff may conduct a hospice agency site visit.

How does a hospice care center become an approved provider with Medicaid?

To become an approved hospice care center with Medicaid, the hospice agency must:

Be enrolled as an approved hospice agency with Medicaid.

(See [How does a hospice agency become approved to provide Medicaid services?](#))

- Submit a letter of request to:

Health Care Authority - Medicaid Program
Hospice Program Manager
P.O. Box 45506
Olympia, WA 98504-5506

A hospice agency must provide all the following documentation confirming that the agency is:

- Medicare-certified by DOH as a hospice care center.
- Approved by Centers for Medicare and Medicaid Services (CMS) in an approval letter.
- Providing one or more levels of hospice care such as:
 - ✓ Routine home care.
 - ✓ Inpatient respite care.
 - ✓ General inpatient care (requires a registered nurse on duty 24 hours a day, 7 days a week).

A hospice agency qualifies as an approved hospice care center with Medicaid when:

- All the requirements are met.
- The Medicaid agency provides the hospice agency with written notification.

How are hospice election statements used?

(WAC [182-551-1310](#) (1))

A client or a client's authorized representative must sign an election statement to initiate or reinstate an election period for hospice care. Hospice coverage is available for two 90-day election periods followed by an unlimited number of 60-day election periods.

An election to receive hospice care continues through the initial election period and subsequent election periods without a break in care as long as the client:

- Remains in the care of a hospice agency.
- Does not revoke the election (see [What happens when a client leaves hospice care without notice?](#)).

See [Pediatric Palliative Care](#).

When are face-to-face encounters required?

(WAC [182-551-1310](#))

The referring provider must have a face-to-face encounter with every hospice client:

- Within 30 days of the 180th day recertification.
- Before each subsequent recertification to determine if the client continues to meet eligibility for hospice care. (In other words, a physician or ARNP certifies that the client's life expectancy is 6 months or less, that the client's condition continues to decline, and that the client continues to meet criteria for hospice level of care.)

Note: The Medicaid agency does not pay for face-to-face encounters to recertify a hospice client.

The referring provider must attest that the face-to-face encounter took place.

The hospice agency must:

- Document in the client's medical file that a verbal certification was obtained.
- Follow-up a documented verbal certification with a written certification signed by the medical director of the hospice agency, or physician staff member of the hospice agency.
- Place a written certification of the client's terminal illness in the client's medical file:
 - ✓ Within 2 calendar days following the beginning of a subsequent election period.
 - ✓ Before billing the Medicaid agency for the hospice services.

Hospice agencies **must** submit a written certification to the Medicaid agency with the hospice claim related to the recertification. The written notification can be added to the claim after the claim has been received by the Medicaid agency.

For instructions on how to add attachments to claims, see the [ProviderOne Billing and Resource Guide](#).

Hospice Provider Requirements

(WAC [182-551-1310](#) (2)-(4))

Are election statements required in the client's hospice medical record?

Yes. The election statement must be filed in the client's hospice medical record within 2 calendar days following the day the hospice care begins. An election statement requires all of the following:

- Name and address of the hospice agency that will provide the care
- Documentation that the client is fully informed and understands hospice care and waiver of other Medicaid or Medicare services, or both
- Effective date of the election
- Signature of the client or the client's authorized representative

What is the hospice certification process?

The hospice certification process is as follows:

When a client elects to receive hospice care, the Medicaid agency requires a hospice agency to:

- Obtain a signed written certification of the client's terminal illness.

-OR-

- Document in the client's medical file that a verbal certification was obtained and follow up with a documented verbal certification and a written certification signed by:
 - ✓ The medical director of the hospice agency or a physician staff member of the interdisciplinary team.
 - ✓ The client's attending physician (if the client has one).

- Place the signed written certification of the client's terminal illness into the client's medical file:
 - ✓ Within 60 days following the day the hospice care begins.
 - ✓ Before billing the Medicaid agency for the hospice services.

Note: The hospice certification must specify that the client's prognosis is for a life expectancy of 6 months or less if the terminal illness runs its normal course.

- For subsequent election periods, the Medicaid agency requires the hospice agency to:
 - ✓ Obtain a signed, written certification statement of the client's terminal illness.
 - ✓ Document in the client's medical file that a verbal certification was obtained and follow up with a documented verbal certification and written certification signed by the medical director of the hospice agency or a physician member of the hospice agency.
 - ✓ Place the written certification of the client's terminal illness in the client's medical file:
 - Within 2 calendar days following the beginning of a subsequent election period.
 - Before billing the Medicaid agency for the hospice services.

When a client's hospice coverage ends within an election period (e.g., the client revokes hospice care), the remainder of that election period is forfeited. The client may reinstate the hospice benefit at any time by providing an election statement and meeting the certification process requirements.

Note: The hospice agency must notify the Medicaid agency Hospice program manager of the start-of-care date within 5 working days of the first day of hospice services for all clients for whom Medicaid payment will be claimed. This includes clients with third-party or Medicare coverage or both.

What are the Medicaid agency's requirements for the hospice plan of care (POC)?

(WAC [182-551-1320](#))

Hospice agencies must establish a written POC for a client that describes the hospice care to be provided. The POC must be in accordance with the Department of Health (DOH) requirements, as described in WAC [246-335-640](#), and meet the requirements in this billing guide.

A registered nurse or physician must conduct an initial physical assessment of a client and develop the POC with at least one other member of the hospice interdisciplinary team. At least two other hospice interdisciplinary team members must review the POC no later than 2 working days after it is developed.

The POC must be reviewed and updated every two weeks by at least three members of the hospice interdisciplinary team that includes all of the following:

- A registered nurse
- A social worker
- One other hospice interdisciplinary team member

What are the requirements for the coordination of care?

(WAC [182-551-1330](#))

A hospice agency must facilitate a client's continuity of care with non-hospice providers to ensure that medically necessary care is met - both related and not related to the terminal illness.

Note: When the client is in a nursing facility and has elected hospice, the hospice provider is responsible for reporting changes of the hospice status or a change in living arrangement to the HCS or the CSO financial worker.

This includes:

- Determining if the Medicaid agency has approved a request for prescribed medical equipment, such as a wheelchair. If the prescribed item is not delivered to the client before the client becomes covered by a hospice agency, the Medicaid agency will rescind the approval (see WAC [182-543-9000](#) (17)).

Example: A nursing facility orders a wheelchair for one of its clients. The client chose and authorized hospice care services. The wheelchair arrives after the client has begun the first 90-day election period. The hospice agency may pay for the wheelchair or provide the medically necessary equipment. The Medicaid agency reimburses the hospice agency for the medical equipment through the appropriate hospice daily rate as described in WAC [182-551-1510](#) (5).

Note: It may be appropriate to rent equipment in some cases.

Hospice Services

- Communicating with DSHS Medicaid-funded programs and documenting the services a client is receiving in order to prevent duplication of payment and to ensure continuity of care. Other programs include, but are not limited to, programs administered by DSHS' [Aging and Long-Term Support Administration](#) (AL TSA).
- Documenting each contact with non-hospice providers.

Note: Both the POC and service plan must show the specific duties and services each will provide to prevent duplication of services.

When a client resides in a nursing facility, the hospice agency must do the following:

- Coordinate the client's care with all providers, including pharmacies and medical vendors
- Coordinate the client's care with all providers, including pharmacies, other medical vendors, and any nursing facility that is providing room and board
- Provide the same level of hospice care the hospice agency provides to a client residing at home

Once a client chooses hospice care, hospice agency staff must notify and inform the client of the following:

- By choosing hospice care from a hospice agency, the client gives up the right to the following:
 - ✓ Covered Medicaid hospice services (e.g., adult day health) and supplies received at the same time from another hospice agency
 - ✓ Any covered Medicaid services and supplies received from any other provider as necessary for the palliation and management of the terminal illness and related medical conditions

- Services and supplies are not paid through the hospice daily rate if they are any of the following:
 - ✓ Proven to be clinically unrelated to the palliation and management of the client's terminal illness and related medical conditions
 - ✓ Not covered by the hospice daily rate
 - ✓ Provided under a [Title XIX Medicaid](#) program when the services are similar to the hospice care services
 - ✓ Not necessary for the palliation and management of the client's terminal illness and related medical conditions

A hospice agency must have written agreements with all contracted providers.

What happens when a client leaves hospice care without notice?

(WAC [182-551-1340](#))

When a client chooses to leave hospice care or refuses hospice care without giving the hospice agency a revocation statement as required by WAC [182-551-1360](#), the hospice agency must do all of the following:

- Inform and notify in writing the Medicaid agency's Hospice program manager within 5 working days of becoming aware of the client's decision
- Not bill the Medicaid agency for the client's last day of hospice services
- Fax a completed copy of the Medicaid agency's *HCA/Medicaid Hospice Notification* form, HCA 13-746, to the Medicaid agency, hospice/PPC notification number at 360-725-1965 to notify that the client is discharged from the hospice program, see [Where can I download Medicaid agency forms?](#)
- Notify the client, or the client's authorized representative, that the client's discharge has been reported to the Medicaid agency
- Document the effective date and details of the discharge in the client's hospice record

May a hospice agency discharge a client from hospice care?

(WAC [182-551-1350](#))

A **hospice agency** may discharge a client from hospice care when the client is any of the following:

- No longer certified (decertified) for hospice care
- No longer appropriate for hospice care (see [About the Hospice Program](#))
- Seeking treatment for the terminal illness outside the POC

At the time of a client's discharge, the hospice agency must do all of the following:

- Inform and notify in writing the Medicaid agency's Hospice program manager within 5 working days of the reason for discharge
- Fax a completed copy of the Medicaid agency's *HCA/Medicaid Hospice Notification* form, HCA 13-746, to the Medicaid agency hospice/PPC notification number at 360-725-1965, See [Where can I download Medicaid agency forms?](#)
- Keep the discharge statement in the client's hospice record
- Provide the client with a copy of the discharge statement

May a client choose to end (revoke) hospice care? (WAC [182-551-1360](#))

A client or authorized representative may choose to stop hospice care at any time by signing a **revocation** statement.

The revocation statement documents the client's choice to stop Medicaid hospice care. The revocation statement must include all of the following:

- The client's (or authorized representative's) signature
- The date the revocation was signed
- The actual date that the client chose to stop receiving hospice care
- The client-specific reason for revocation

The hospice agency must keep an explanation supporting any difference in the signature and revocation dates in the client's hospice records.

When a client revokes hospice care, the hospice agency must do all of the following:

- Inform and notify the Medicaid agency's hospice program manager within 5 working days of becoming aware of the client's decision.
- Fax a completed copy of the Medicaid agency's *HCA/Medicaid Hospice Notification* form, HCA, 13-746, to the Medicaid agency hospice/PPC notification number at 360-725-1965. See [Where can I download Medicaid agency forms?](#)
- Do not bill the Medicaid agency for the client's last day of hospice services.
- Keep the revocation statement in the client's hospice record.
- Provide the client with a copy of the revocation statement.

After a client revokes hospice care, the remaining days within the current election period are forfeited. The client may immediately enter the next consecutive election period. The client does not have to wait for the forfeited days to pass before entering the next consecutive election period.

What happens when the client dies?

(WAC [182-551-1370](#))

When a client dies, the hospice agency must do the following:

- Inform and notify in writing the Medicaid agency's Hospice program manager within 5 working days.
- Fax a completed copy of the Medicaid agency's *HCA/Medicaid Hospice Notification* form, HCA 13-746, that documents the date of death to the Medicaid agency hospice/PPC notification number at 360-725-1965. See [Where can I download Medicaid agency forms?](#)

What are the notification requirements for hospice agencies?

(WAC [182-551-1400](#))

To ensure a hospice client receives quality of care, and to ensure the Medicaid agency determines accurate coverage and reimbursement for services that are related to the client's terminal illness or related conditions a hospice agency must meet certain notification requirements.

To be reimbursed for providing hospice services, the hospice agency must complete *HCA/Medicaid Hospice Notification* form, HCA 13-746, and forward the form to the Medicaid agency's hospice program manager within 5 working days from when a Medicaid agency client begins the first day of hospice care, or has a change in hospice status. Case managers must determine if clients will need Medicaid eligibility when electing hospice. If a person electing hospice applies for Medicaid, the *HCA/Medicaid Hospice Notification* form, HCA 13-746 must be submitted to determine the correct program. The hospice agency must notify the Medicaid hospice program of all of the following:

- The name and address of the hospice agency
- The date of a client's first day of hospice care
- A change in a client's primary physician
- A client's revocation of the hospice benefit (home or institutional)
- The date a client leaves hospice without notice
- A client's discharge from hospice care

- A client's admittance to a nursing facility. (This does not apply to a client admitted for inpatient respite care or general inpatient care.)
- A client's admittance to or discharge from a nursing facility/hospice care center, except for General Inpatient (GIP) hospice care or respite
- A client who is eligible for or becomes eligible for Medicare or third-party liability insurance
- A client who dies

Note: When a hospice agency does not notify the Medicaid agency within 5 working days of the date of the client's first day of hospice care, the Medicaid agency authorizes the hospice daily rate or nursing facility room and board reimbursement effective the fifth working day prior to the date of notification.

What are the notification requirements when a client transfers to another hospice agency?

Both the former hospice agency and the current hospice agency must provide the Medicaid agency with all of the following:

- The client's name, the name of the former hospice agency serving the client, and the effective date of the client's discharge
- The name of the current hospice agency serving the client, the hospice agency's provider number, and the effective date of the client's admission

The Medicaid agency does not require a hospice agency to notify the Medicaid agency's Hospice program manager when a hospice client is admitted to a hospital for palliative care.

Note: Failure to notify the Medicaid agency properly of a client's discharge or revocation from hospice care could result in denial of payment for services provided by the hospice agency.

For example: The client revokes hospice care. The hospice agency fails to notify the Medicaid agency's Hospice program manager within 5 working days. The client or the client's family attempt to get a prescription filled at the pharmacy. The pharmacist does not fill the prescription because the client is on hospice. The client or family is then forced to go without, or pay for the prescription.

Should the Medicaid agency be notified if Medicaid is not primary?

Yes, for clients who reside in a nursing facility or may be admitting to a nursing facility and who have not yet applied for claims for Medicaid payment.

Notify the Medicaid agency hospice program manager when there is a change in the client's hospice **election status**. If you need clarification or have questions, call the Medicaid agency hospice program manager (see [Resources Available](#)).

Medicaid clients with third-party liability

If a client has third-party liability (excluding Medicare) that covers nursing services only, with no allowance for room and board, PA is not required before providing services. Providers must separate services onto two different claims and include an explanation of benefit (EOB) for each claim: nursing services on one claim, room and board on another.

Is it required that clients be notified of their rights (Advance Directives)?

[\(42 CFR, Subpart I\)](#)

Yes. All Medicare-Medicaid certified hospitals, nursing facilities, home health agencies, personal care service agencies, hospices, and managed health care organizations are federally mandated to give **all adult clients** written information about their rights, under state law, to make their own health care decisions.

Clients have the right to:

- Accept or refuse medical treatment.
- Make decisions concerning their own medical care.
- Formulate an advance directive, such as a living will or durable power of attorney, for their health care.

Hospice Client Eligibility

Who is eligible?

(WAC [182-551-1200](#) (1), (2), and (5))

In order to elect to receive hospice care through the Medicaid agency's hospice program, a client must have the physician's hospice certification and meet all of the following:

- Be eligible for one of the following Washington Apple Health programs:
 - ✓ Alternative Benefits Plan (ABP)
 - ✓ Categorically needy (CN)
 - ✓ Medically needy (MN)
 - ✓ Alien emergency medical (AEM) (Cancer treatment and kidney disease programs only)
- The client's physician certifies the client has a life expectancy of 6 months or less.
- The client elects to receive hospice care and agrees to the conditions of the **election statement** as described in [How are hospice election statements used?](#) and the [What is the hospice certification process?](#)
- The hospice agency serving the client:
 - ✓ Meets the hospice agency requirements listed in [What are the notification requirements for hospice agencies?](#)
 - ✓ Notifies the Medicaid agency within 5 working days of the admission of all clients, including:
 - Medicaid-only clients.
 - Medicaid-Medicare dual eligible clients.
 - Medicaid clients with third-party insurance.
 - Medicaid-Medicare dual eligible clients with third-party insurance.
 - Alien Emergency Medical (AEM) clients currently enrolled in another program.
- The hospice agency provides additional information for a diagnosis when the Medicaid agency requests and determines, on a case-by-case basis, the information that is needed for further review.

- AEM clients that are currently enrolled in the cancer treatment or dialysis programs may receive hospice care. PA is required prior to admission.

Note: See the [Program benefit packages and scope of service categories](#) webpage for a list of benefit packages.

Note: For a description of a client's *MAGI Family-Related MA program* codes see [Appendix E](#) of the *ProviderOne Billing and Resource Guide*.

Access to hospice care

Hospice care is included in the benefit package for all clients who receive active coverage under one of the following programs:

- ✓ Alternative Benefits Plan (ABP)
- ✓ Categorically needy (CN)
- ✓ Medically needy (MN)

Clients under the Alien Emergency Medical program (ERSO) may be eligible for hospice care with prior authorization (PA).

A client who is not eligible for Apple Health coverage may qualify for coverage under a special hospice program once the Department of Social and Health Services (DSHS) is aware the client has elected hospice. DSHS **must** have a copy of the election notice on file with the Medicaid application to determine eligibility under this program.

A client who needs Apple Health coverage to pay for nursing facility room and board expenses (not covered by Medicare) must submit an Apple Health application to DSHS in order to get coverage for this benefit.

The hospice agency is responsible for verifying a client's eligibility with the client, the client's HCS office or CSO, or through ProviderOne as described in [How do I verify a client's eligibility?](#)

The hospice agency is responsible to assist the client with an application for Apple Health and coordinate benefits with nursing facilities and DSHS LTSS programs to ensure there is no duplication of payment.

How do I verify a client's eligibility?

Most Apple Health clients are enrolled in a Medicaid agency-contracted managed care organization (MCO). This means that Apple Health pays a monthly premium to an MCO for providing preventative, primary, specialty, and other health services to Apple Health clients. Clients in managed care must see only providers who are in their MCOs provider network, unless prior authorized or to treat urgent or emergent care. See the Medicaid agency's [Apple Health managed care](#) webpage for further details.

It is important to always check a client's eligibility prior to providing any services because it affects who will pay for the services.

Check the client's Services Card or follow the two-step process below to verify that a client has Apple Health coverage for the date of service and that the client's benefit package covers the applicable service. This helps prevent delivering a service the Medicaid agency will not pay for.

Verifying eligibility is a two-step process:

Step 1. Verify the patient's eligibility for Apple Health. For detailed instructions on verifying a patient's eligibility for Apple Health, see the *Client Eligibility, Benefit Packages, and Coverage Limits* section in the Medicaid agency's [ProviderOne Billing and Resource Guide](#).

If the patient is eligible for Apple Health, proceed to **Step 2**. If the patient is **not** eligible, see the note box below.

Step 2. Verify service coverage under the Apple Health client's benefit package. To determine if the requested service is a covered benefit under the Apple Health client's benefit package, see the Medicaid agency's [Program benefit packages and scope of services](#) webpage.

Note: Patients who are not Apple Health clients may submit an application for health care coverage in one of the following ways:

1. By visiting the Washington Healthplanfinder's website at:
www.wahealthplanfinder.org
2. By calling the Customer Support Center toll-free at: 855-WAFINDER (855-923-4633) or 855-627-9604 (TTY)
3. By mailing the application to:
Washington Healthplanfinder
PO Box 946
Olympia, WA 98507

In-person application assistance is also available. To get information about in-person application assistance available in their area, people may visit www.wahealthplanfinder.org or call the Customer Support Center.

How should the hospice agency confirm the client's pending medical eligibility?

- The ProviderOne system does not show information about clients whose eligibility is pending. To confirm if a client has applied for Apple Health, call the client's Home and Community Services (HCS) office or Community Services Office (CSO).
 - ✓ The following are examples of questions the hospice agency may ask when confirming pending medical eligibility:
 - Has the application been received by the CSO/HCS office?
 - Does the CSO or HCS office need additional information before benefits can be approved or denied?
 - Has the application been processed? Is the client subject to a spenddown? (See the agency's [ProviderOne Billing and Resource Guide](#) for instructions on how to verify a client's eligibility.)

Note: The *HCA/Medicaid Hospice Notification* form, HCA 13-746 must be submitted within 5 working days of a client electing hospice services, regardless of a pending application. Case managers must determine if clients will need Medicaid eligibility when electing hospice. If a person electing hospice applies for Medicaid, the *HCA/Medicaid Hospice Notification* form, HCA 13-746 must be submitted to determine the correct program. This helps prevent inappropriate denials and avoids duplication of services by the hospice agency and HCS.

- Use one of the eligibility determination methods outlined in the [ProviderOne Billing and Resource Guide](#) to check on the client's medical eligibility.
- Ask to receive confirmation of the client's eligibility status at the time the application is approved. If the client is **not** approved for a program which covers hospice services, ask for the case to be reviewed or considered for a different program.
- Once the hospice agency receives confirmation of a client's eligibility, the hospice agency must resubmit the Medicaid agency's *HCA/Medicaid Hospice Notification* form, HCA 13-746, by fax to: 360-725-1965.

What if your patient has not applied for Apple Health?

Patients who have not yet applied for Apple Health may do so in one of the following ways:

| Client demographic | Application form number | Online applications | Phone contact | Fax number: |
|---|--|---|--|----------------|
| Parents, pregnant women, children under age 19 and adults under age 65 without Medicare | HCA 18-001* | Washington Apple Health Plan Finder In-person application assistance is also available. To get information about where to get help in your area, visit the Washington Apple Health Plan Finder website or call the Medicaid agency’s Customer Service Center for free at 855-WAFINDER (855-923-4633) or 855-627-9604 (TTY) | Call 1-855-WAFINDER (855-923-4633) or 855-627-9604 (TTY) | N/A |
| Age 65+ Blind Disabled has medicare, who DOES need LTSS** | HCA 18-005* Mail to: DSHS Home & Community Services, PO Box 45826, Olympia, WA 98504-5826 | Washington Connection To locate a local HCS office, visit the DSHS ALTSA resource webpage. | Contact your local HCS office | 1-855-635-8305 |
| Age 65+ Blind, disabled, medicare, who DOES NOT need LTSS** | HCA 18-005* Mail to: DSHS Community Services Division – Customer Service Center PO Box 11699 Tacoma, WA 98411-6699 | Washington Connection To locate a local Community Services Office, visit the DSHS Find a Community Services Office webpage | Call 1-877-501-2233 | 1-888-338-7410 |

* These forms are available on the Medicaid agency’s [Health care services and supports](#) webpage.

** Nursing facility care, in-home personal care, assisted living facility and adult family home programs

Are clients enrolled in a Medicaid agency-contracted managed care organization eligible for hospice services?

(WAC [182-551-1200](#) (3))

Yes. When verifying eligibility using ProviderOne, if the client is enrolled in a Medicaid agency-contracted managed care organization (MCO), managed care enrollment will be displayed on the benefit inquiry screen. A client enrolled in one of the Medicaid agency's contracted MCOs must receive all hospice services, including nursing facility room and board, directly through that MCO. The client's MCO is responsible for arranging and providing for all hospice services. Clients can contact their MCO by calling the telephone number provided on the client's Services Card. The MCO is responsible for payment of a client's approved hospice care until the client is discharged, as long as the client remains eligible for Medicaid.

A hospice agency must notify the Medicaid agency within 5 working days when a client elects to receive hospice services. Fax a completed *HCA/Medicaid Hospice Notification* form, HCA 13-746, to 360-725-1965. See [Where can I download Medicaid agency forms?](#) The hospice agency must comply with the managed care plan's policies and procedures to obtain authorization.

Note: To prevent billing denials, check the client's eligibility **prior** to scheduling services and at the **time of the service** and make sure proper authorization or referral is obtained from the plan. See the Medicaid agency's [Provider One Billing and Resource Guide](#) for instructions on how to verify a client's eligibility.

Managed care enrollment

Apple Health (Medicaid) places clients into an agency-contracted MCO the same month they are determined eligible for managed care as a new or renewing client. This eliminates a person being placed temporarily in FFS while they are waiting to be enrolled in an MCO or reconnected with a prior MCO. This enrollment policy also applies to clients in FFS who have a change in the program they are eligible for. However, some clients may still start their first month of eligibility in the FFS program because their qualification for MC enrollment is not established until the month following their Medicaid eligibility determination.

New clients are those initially applying for benefits or those with changes in their existing eligibility program that consequently make them eligible for Apple Health managed care. Renewing clients are those who have been enrolled with an MCO but have had a break in enrollment and have subsequently renewed their eligibility.

Checking eligibility

- Providers must check eligibility and know when a client is enrolled and with which MCO. For help with enrolling, clients can refer to the Washington Healthplanfinder's [Get Help Enrolling](#) page.
- MCOs have retroactive authorization and notification policies in place. The provider must know the MCO's requirements and be compliant with the MCO's policies.

Apple Health – Changes for January 1, 2020

Effective January 1, 2020, the Health Care Authority (HCA) completed the move to whole-person care to allow better coordination of care for both body (physical health) and mind (mental health and substance use disorder treatment, together known as “behavioral health”). This delivery model is called Integrated Managed Care (formerly Fully Integrated Managed Care, or FIMC, which still displays in ProviderOne and Siebel).

IMC is implemented in the last three regions of the state:

- **Great Rivers** (Cowlitz, Grays Harbor, Lewis, Pacific, and Wahkiakum counties)
- **Salish** (Clallam, Jefferson, and Kitsap counties)
- **Thurston-Mason** (Mason and Thurston counties)

These last three regions have plan changes, with only Amerigroup, Molina, and United Healthcare remaining. There are changes to the plans available in these last three regions. The only plans that will be in these regions are Amerigroup, Molina and United Healthcare. If a client is currently enrolled in a health plans, their health plan will not change.

Clients have a variety of options to change their plan:

- **Available to clients with a Washington Healthplanfinder account:**
Go to [Washington HealthPlanFinder web site](#).
- **Available to all Apple Health clients:**
 - ✓ Visit the [ProviderOne Client Portal website](#):
 - ✓ Call Apple Health Customer Service at 1-800-562-3022. The automated system is available 24/7.
 - ✓ Request a change online at [ProviderOne Contact Us](#) (this will generate an email to Apple Health Customer Service). Select the topic “Enroll/Change Health Plans.”

For online information, direct clients to HCA's [Apple Health Managed Care](#) web page.

Clients who are not enrolled in an agency-contracted managed care plan for physical health services

Some Medicaid clients do not meet the qualifications for managed care enrollment. These clients are eligible for services under the FFS Medicaid program. In this situation, each Integrated Managed Care (IMC) plan will have Behavioral Health Services Only (BHSO) plans available for Apple Health clients who are not in managed care. The BHSO covers only behavioral health treatment for those clients. Clients who are not enrolled in an agency-contracted managed care plan are automatically enrolled in a BHSO, with the exception of American Indian/Alaska Native clients. Some examples of populations that may be exempt from enrolling into a managed care plan are Medicare dual-eligible, American Indian/Alaska Native, Adoption support and Foster Care alumni.

Integrated managed care (IMC)

Clients qualified for managed care enrollment and living in integrated managed care (IMC) regions will receive all physical health services, mental health services, and substance use disorder treatment through their agency-contracted managed care organization (MCO).

American Indian/Alaska Native (AI/AN) clients have two options for Apple Health coverage:

- Apple Health Managed Care; or
- Apple Health coverage without a managed care plan (also referred to as fee-for-service [FFS]).

If a client does not choose an MCO, they will be automatically enrolled into Apple Health FFS for all their health care services, including comprehensive behavioral health services. See the agency's [American Indian/Alaska Native webpage](#).

For more information about the services available under the FFS program, see the agency's [Mental Health Services Billing Guide](#) and the [Substance Use Disorder Billing Guide](#).

For full details on integrated managed care, see the agency's [Apple Health managed care webpage](#) and scroll down to “Changes to Apple Health managed care.”

Integrated managed care regions

Clients residing in integrated managed care regions and who are eligible for managed care enrollment must choose an available MCO in their region. Details, including information about mental health crisis services, are located on the agency’s [Apple Health managed care webpage](#).

| Region | Counties | Effective Date |
|------------------|--|---|
| Great Rivers | Cowlitz, Grays Harbor, Lewis, Pacific, and Wahkiakum | January 1, 2020 |
| Salish | Clallam, Jefferson, Kitsap | January 1, 2020 |
| Thurston-Mason | Thurston, Mason | January 1, 2020 |
| North Sound | Island, San Juan, Skagit, Snohomish, and Whatcom | July 1, 2019 |
| Greater Columbia | Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Yakima, and Whitman | January 1, 2019 |
| King | King | January 1, 2019 |
| Pierce | Pierce | January 1, 2019 |
| Spokane | Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens counties | January 1, 2019 |
| North Central | Grant, Chelan, Douglas, and Okanogan | January 1, 2018 January 1, 2019 (Okanogan) |
| Southwest | Clark, Skamania, and Klickitat | April 2016 January 1, 2019 (Klickitat) |

Integrated Apple Health Foster Care (AHFC)

Children and young adults in the Foster Care, Adoption Support and Alumni programs who are enrolled in Coordinated Care of Washington’s (CCW) Apple Health Foster Care program receive both medical and behavioral health services from CCW.

Clients under this program are:

- Under the age of 21 who are in foster care (out of home placement)
- Under the age of 21 who are receiving adoption support
- Age 18-21 years old in extended foster care
- Age 18 to 26 years old who aged out of foster care on or after their 18th birthday (alumni)

These clients are identified in ProviderOne as
“Coordinated Care Healthy Options Foster Care.”

The Apple Health Customer Services staff can answer general questions about this program. For specific questions about Adoption Support, Foster Care or Alumni clients, contact the agency's Foster Care Medical Team at 1-800-562-3022, Ext. 15480.

Fee-for-service Apple Health Foster Care

Children and young adults in the fee-for-service Apple Health Foster Care, Adoption Support and Alumni programs receive behavioral health services through the regional Behavioral Health Services Organization (BHSO). For details, see the agency's [Mental Health Services Billing Guide](#), under *How do providers identify the correct payer?*

Are clients who are eligible for Medicare part A eligible for the hospice Medicaid daily rate?

(WAC [182-551-1200](#) (4))

No. A client who is also eligible for hospice under Medicare part A is not eligible for the hospice Medicaid daily rate through the Medicaid agency's hospice program. The Medicaid agency pays hospice nursing facility room and board if the client is admitted to a nursing facility or a hospice care center, and is not receiving general inpatient care or inpatient respite care. (Also, see WAC [182-551-1530](#))

Hospice Coverage

What is included in the hospice daily rate?

(WAC [182-551-1210](#))

The Medicaid agency reimburses a hospice agency for providing covered services through the Medicaid agency's hospice daily rate. The hospice daily rate includes core services and supplies. These are subject to the conditions and limitations described in this billing guide.

For reimbursement of covered services, including core services and supplies that are included in the hospice daily rate, the service must be:

- Related to the client's hospice diagnosis.
- Identified by a client's hospice interdisciplinary team.
- Written in the client's plan of care (POC).
- Safe and meet the client's needs within the limits of the Hospice program.
- Available to the client by the hospice agency on a 24-hour basis.

Note: Services are intermittent except during brief periods of acute symptom control. The client/family has 24-hour access to a registered nurse (RN)/physician.

The hospice daily rate includes the following core services that must either be:

- Provided by hospice agency staff
- OR-**
- Contracted through a hospice agency, if necessary, to supplement hospice staff in order to meet the needs of a client during a period of peak patient loads or under extraordinary circumstances including:
 - ✓ Physician services related to administration of the POC.
 - ✓ Nursing care provided by:
 - A registered nurse (RN).
 - A licensed practical nurse (LPN) under the supervision of an RN.
 - ✓ Medical social services provided by a social worker under the direction of a physician.
 - ✓ Counseling services provided to a client and the client's family members or caregivers.

Covered services and supplies may be provided by a service organization or an individual provider when contracted through a hospice agency. To be reimbursed the hospice daily rate, a hospice agency must:

- Assure all contracted staff meets the regulatory qualification requirements.
- Have a written agreement with the service organization or individual provider providing the services and supplies.
- Maintain professional, financial, and administrative responsibility.

Note: Personal care is not a core service. A home health aide from a hospice agency that is needed under the client's plan of care (POC) is different than personal care from a caregiver. Record in the client's record what services the hospice agency is providing and what Long-Term Services and Supports (LTSS) or personal care services are being provided by others. Document the frequency and services of both to show non-duplication.

Subject to the limitations described in this guide, the following covered services and supplies, as described in [Hospice Reimbursement](#), are included in the appropriate hospice daily rate:

- **A brief period of inpatient care**, for general or respite care provided in a Medicare-certified hospice care center, hospital, or nursing facility
- **Adult day health**
- **Communication** with non-hospice providers about care not related to the client's terminal illness to ensure the client's POC needs are met and not compromised
- **Coordination of care**, including coordination of medically necessary care not related to the client's terminal illness
- **Drugs, biologicals, and over-the-counter medications** used for the relief of pain and symptom control of a client's terminal illness and related conditions

Note: The provider of the drugs and biologicals bills the Medicaid agency separately for enteral/parenteral supplies only when there is a pre-existing diagnosis requiring enteral/parenteral support. This pre-existing diagnosis **must not** be related to the diagnosis that qualifies the client for hospice.

- **Home health aide, homemaker, or personal care services, or all three** that are ordered by a client's physician and documented in the POC. (Home health aide services are provided through the hospice agency to meet a client's extensive need due to the client's terminal illness.) These services must be provided by a qualified home health aide and are an extension of skilled nursing or therapy services. See Title [42 CFR 484.36](#)

- **Interpreter services** as necessary for the POC
- **Durable medical equipment and related supplies, prosthetics, orthotics, medical supplies, related services, or related repairs and labor charges** that are medically necessary for the palliation and management of a client's terminal illness and related conditions
- **Medical transportation services, including ambulance** as required by POC related to the terminal illness (see WAC [182-546-5550\(1\)\(d\)](#))
- **Physical therapy, occupational therapy, and speech-language therapy** to manage symptoms or enable the client to safely perform activities of daily living (ADLs) and basic functional skills
- **Skilled nursing care**
- **Other services or supplies** that are documented as necessary for the palliation and management of the client's terminal illness and related conditions

The hospice agency is responsible for determining if a nursing facility has requested authorization for medical supplies or medical equipment, including wheelchairs, for a client who becomes eligible for the Hospice program. The Medicaid agency does not pay separately for medical equipment or supplies that were previously authorized by the Medicaid agency and delivered on or after the date the Medicaid agency enrolls the client in hospice

Note: If the covered services listed above are not documented in the POC but are considered necessary by medical review for palliative care and are related to the hospice diagnosis, the hospice agency is responsible for payment.

What is not included in the hospice daily rate?

The following services are not included in the hospice daily rate:

- Dental care
- Eyeglasses
- Hearing aids
- Podiatry
- Chiropractic services
- Ambulance transportation, if not related to client's terminal illness
- Brokered transportation, if not related to the client's terminal illness
- Home and Community Based Long-Term Services and Supports (HCB LTSS) or Title XIX Personal Care Services

For clients who have been assessed and approved for HCB LTSS by the local Aging and Long Term Support Administration (AL TSA) field office, payment for those services is made to authorized providers, using AL TSA program funding.

For clients who have been assessed and approved for HCB LTSS by the local Developmental Disabilities Administration (DDA) field office, payment for those services is made to authorized providers, using DDA program funding.

- Any services **not** related to the terminal condition

If the above service(s) are covered under the client's Medicaid program, the provider of service must follow specific program criteria and bill the Medicaid agency separately using the applicable fee schedule and billing guide.

General Authorization

Authorization is the Medicaid agency's approval for certain medical services, equipment, or supplies, before the services are provided to clients, as a precondition for provider reimbursement. **Prior Authorization (PA) and limitation extensions (LE) are forms of authorization.**

What is prior authorization (PA)?

Prior authorization (PA) is the Medicaid agency or its designee's approval for certain medical services, equipment, or supplies, before the services are provided to clients. When PA is applicable, it is a precondition for provider reimbursement.

What is a limitation extension (LE)?

The Medicaid agency limits the amount, frequency, or duration of certain services and reimburses up to the stated limit without requiring PA. The Medicaid agency requires a provider to request PA for a limitation extension (LE) in order to exceed the stated limits.

See [How do I obtain authorization?](#)

The Medicaid agency evaluates requests for LE under the provisions of WAC [182-501-0169](#).

How do I obtain authorization?

For PA or LE, providers may submit PA requests online through direct data entry into ProviderOne. See the Medicaid agency's [prior authorization webpage](#) for details. Providers may also fax requests to 866-668-1214 along with the following:

- A completed, typed *General Information for Authorization* form, HCA 13-835. This request form must be the initial page when you submit your request.
- A completed *Hospice (including PPC) Authorization Request* form, HCA 13-848, and all the documentation listed on this form and any other medical justification.

See [Where can I download Medicaid agency forms?](#)

For more information on requesting authorization, see the Medicaid agency's [ProviderOne Billing and Resource Guide](#).

How do I request prior authorization (PA) for a noncovered service?

(WAC [182-501-0160](#))

Providers may request PA for the Medicaid agency to pay for a noncovered medical service or related equipment. **This is called an exception to rule (ETR).** The Medicaid agency cannot approve an ETR if the exception violates state or federal law or federal regulation.

Note: Authorization does not guarantee payment. The Medicaid agency's authorization process applies only to medically necessary covered health care services and is subject to client eligibility and program limitations. Not all categories of eligibility receive all health care services. **Example:** Therapies are not covered under the Family Planning Only Program. All covered health care services are subject to retrospective utilization review to determine if the services provided were medically necessary and at the appropriate level of care. Requests for non-covered services are reviewed under the exception to rule policy. See WAC [182-501-0160](#).

For the Medicaid agency to consider the request, ETR sufficient client-specific information, and documentation must be submitted to the Medicaid agency to determine if:

- The client's clinical condition is so different from the majority that there is no equally effective, less costly covered service or equipment that meets the client's need(s).
- The requested service or equipment will result in lower overall costs of care for the client.

Note: For more details, see [Resources Available](#).

The Medicaid agency evaluates and considers ETR requests on a case-by-case basis according to the information and documentation submitted by the provider. Within 15 working days of the Medicaid agency's receipt of the request, the Medicaid agency notifies the provider and the client, in writing, of the Medicaid agency's decision to grant or deny the ETR.

Note: Clients do not have a right to an administrative hearing on ETR decisions.

Do children who are hospice care clients have access to concurrent life prolonging and curative services?

(WAC [182-551-1860](#))

Yes. In response to the Patient Protection and Affordable Care Act, clients age 20 and younger who are on hospice services also have access to curative services.

Note: The legal authority for these clients’ hospice **palliative** services is in Section 2302 of the Patient Protection and Affordable Care Act of 2010 and [Section 1814\(a\)\(7\) of the Social Security Act](#); and for a client’s **curative** services is [Title XIX Medicaid](#) and [Title XXI Children’s Health Insurance Program \(CHIP\)](#) for treatment of the terminal condition.

Concurrent care treatment – life prolonging/curative treatment

Unless otherwise specified within this billing guide, concurrent - life prolonging/curative treatment, related services, or related medications requested for clients age 20 and younger are subject to the Medicaid agency’s specific program rules governing those services or medications.

A client age 20 and younger may voluntarily elect hospice care without waiving any rights to services that the client is entitled to under Title XIX Medicaid and Title XXI Children’s Health Insurance Program (CHIP) that are related to the treatment of the client’s condition for which a diagnosis of terminal illness has been made.

| EPA # | Criteria |
|-----------|--|
| 870001409 | Children 20 years old or younger - enrolled in hospice with or without concurrent care treatment. Hospice agencies will remain and are responsible for symptom control related to the child’s terminal illness. See WAC 182-551-1210 to see what is included in the hospice daily rate. |

Note: If a noncovered service is recommended based on the early and periodic screening, diagnosis, and treatment (EPSDT) program, the Medicaid agency evaluates the request for medical necessity based on the definition in WAC [182-500-0070](#) and the process in WAC [182-501-0165](#).

If the Medicaid agency denies a request for a covered service, refer to WAC [182-502-0160](#) that specifies when a provider or a client may be responsible to pay for a covered service.

Services that are the hospice agency's responsibility

The following services are to be provided by the hospice agency in accordance with current guidelines, while the client is receiving concurrent care:

- Hospice covered services as described in WAC [182-551-1210](#)
- Services rendered for **symptom management**, including but not limited to:
 - ✓ Medications (eg pain management, nausea, vomiting, anxiety)
 - ✓ Equipment and related supplies
- Ancillary services, such as medical transportation (eg provider appointment, laboratory and other testing)

Hospice Coverage Table

What places of service are allowable?

The following is a chart explaining where hospice care may be performed:

| Place of Service / Client Residence | | | | |
|---|---|---|---|--|
| Type of Service/Levels of Care | Client's Home (AFH, BH, AL) | Nursing Facility (NF) | Hospital | Hospice Care Center (HCC) |
| Level 1: Routine Home Care (RHC) (0651) | Yes Not in combination w/ any other code | Yes Not in combination w/ any other level of care | No | Yes Not in combination w/ any other level of care |
| Level 2: Continuous Home Care (CHC) (0652) Hourly nursing | Yes Not in combination w/ any other code | No | No | No |
| Level 3: Inpatient Respite (0655) Includes R/B | No | Yes For clients not residing in NF Not in combination w/ any other code | Yes Not in combination w/any other code | Yes For clients not residing in HCC Not in combination w/ any other code |
| Level 4: General Inpatient Care (GIP) (0656) Includes R/B | No | Yes Not in combination w/ any other code | Yes Not in combination w/ any other code | Yes Not in combination w/ any other code |
| Nursing Facility (NF) R/B (0115, 0125, 0135) | No | Yes Not in combination w/ 0655 or 0656 | No | No |
| Hospice Care Center (HCC) (0145) R/B Admin day rate | No | No | No | Yes Not in combination w/ 0656 or 0655 |
| Pediatric Palliative Care (PPC) (0659) | Yes Not for clients in a group home | No | No | No |

Which hospice revenue codes are allowable?

Enter the following revenue codes and **service descriptions** in the appropriate form locators.

| Revenue Code | Description of Code | Billing Provider Taxonomy |
|--------------|---|---------------------------|
| 0115* | Hospice (Room and Board - Private) | 251G00000X |
| 0125* | Hospice (Room and Board - Semi-Private 2 Bed) | 251G00000X |
| 0135* | Hospice (Room and Board - Semi-Private 3-4 Beds) | 251G00000X |
| 0145 | Hospice Care Center (Hospice Deluxe Room and Board) | 315D00000X |
| 0651 | Level 1: Routine Home Care (Hospice Daily Rate) | 251G00000X |
| 0652 | Level 2: Continuous Home Care | 251G00000X |
| 0655 | Level 3: Inpatient Respite Care | 251G00000X |
| 0656 | Level 4: General Inpatient Care | 251G00000X |

Note: For limitations, see [Billing](#).

Note: For hospice, choose one of four levels of care. Only nursing facility or hospice care center room and board can be billed with level 1. Do not bill other codes with levels 2, 3, or 4. Do not bill any other code with 659.

*For Revenue Codes 0115, 0125, and 0135, see the [Nursing facility rates and reports](#) webpage.

Which pediatric palliative care (PPC) revenue codes are allowable?

| Revenue Code | Description of Code |
|--------------|---|
| 0659 | Other Hospice Services (Pediatric Palliative Care (PPC) Case Management/Coordination will be reimbursed according to the fee schedule) See below for examples of use. |
| 0659 | PPC – RN (registered nurse) |
| 0659 | PPC – PT (physical therapy) |
| 0659 | PPC – OT (occupational therapy) |
| 0659 | PPC – ST (speech therapy) |
| 0659 | PPC – Case Management Time (Bill the date of service where each “two-hour time requirement” is met) |

Which hospice services may be provided in the client's home?

| Revenue Codes | |
|---|-------------|
| 0651, 0652, and 0659 are paid according to the client's place of residence. Non-CBSA* and out-of-state areas are paid as outlined in All Other Areas . | |
| Counties | County Code |
| All Other Areas | 50 |
| Asotin | 30300 |
| Benton | 28420 |
| Chelan | 48300 |
| Clark | 38900 |
| Cowlitz | 31020 |
| Douglas | 48300 |
| Franklin | 28420 |
| King | 42644 |
| Kitsap | 14740 |
| Pierce | 45104 |
| Skagit | 34580 |
| Skamania | 38900 |
| Snohomish | 42644 |
| Spokane | 44060 |
| Thurston | 36500 |
| Whatcom | 13380 |
| Yakima | 49420 |

* CBSA = Core Based Statistical Area

Which hospice services may be provided outside the client's home?

| Revenue Codes | |
|--|-------------|
| 0655 and 0656 are paid according to the provider's place of business. Non-CBSA and out-of-state areas are paid as outlined in All Other Areas . | |
| Counties | County Code |
| All Other Areas | 50 |
| Asotin | 30300 |
| Benton | 28420 |
| Chelan | 48300 |
| Clark | 38900 |
| Cowlitz | 31020 |
| Douglas | 48300 |
| Franklin | 28420 |
| King | 42644 |
| Kitsap | 14740 |
| Pierce | 45104 |
| Skagit | 34580 |
| Skamania | 38900 |
| Snohomish | 42644 |
| Spokane | 44060 |
| Thurston | 36500 |
| Whatcom | 13380 |
| Yakima | 49420 |

* CBSA = Core Based Statistical Area

Note: See [Hospice Reimbursement](#) for nursing facility and information about hospice care center reimbursement.

Hospice Reimbursement

How does the Medicaid agency determine what rate to pay?

(WAC [182-551-1510](#))

Note: Prior to submitting a claim to the Medicaid agency, a hospice agency must file written certification in a client's hospice record. (See [Are election statements required in the client's hospice medical record?](#) and [What is the hospice certification process?](#))

- The Medicaid agency pays for hospice care provided to clients in one of the following settings:
 - ✓ A client's residence
 - ✓ A Medicaid agency-approved nursing facility, hospital, or hospice care center
- To be paid by the Medicaid agency, the hospice agency must provide and/or coordinate Medicaid agency-covered hospice services including:
 - ✓ Medicaid hospice services.
 - ✓ Services that relate to the client's terminal illness any time during the hospice election.
- Hospice agencies must bill the Medicaid agency for their services using hospice-specific revenue codes (see [What places of service are allowable?](#)).
- The Medicaid agency pays hospice agencies for services (not room or board or both) at a daily rate calculated by one of the following methods:
 - ✓ Payments for services delivered in a client's residence (routine and continuous home care) are based on the county location of the client's residence for that particular client.
 - ✓ Payments for respite and general inpatient hospice care are based on the county location of the providing hospice agency.

- The Medicaid agency reduces hospice payments by two percent for providers who did not comply with the annual Medicare Hospice Quality Reporting Program.
 - ✓ The payment reduction is effective for the fiscal reporting year in which the provider failed to submit data required for the annual Medicare Hospice Quality Reporting Program.
 - ✓ The payment reduction applies to routine home care, including the service intensity add-on, continuous home care, inpatient respite care, and general inpatient care.
 - ✓ The payment reduction does not apply to pediatric palliative care, the hospice care center daily rate, or the nursing facility room and board rate.

Note: The daily rate for authorized out-of-state hospice services is the same as that for in-state non-Metropolitan Statistical Area (MSA) hospice services.

How does the Medicaid agency pay for the client's last day of hospice care?

See WAC [182-551-1510](#) (6) and (9)

What types of care does the Medicaid agency pay for?

The Medicaid agency pays for routine hospice care, continuous home care, respite care, or general inpatient care for the day of death.

What types of care does the Medicaid agency not pay for?

- Room and board for the day of death
- Hospice agencies for the client's last day of hospice care when a client discharges, revokes, or transfers
- Hospice agencies or hospice care centers a nursing facility room and board payment for:
 - ✓ A client's last day of hospice care (e.g., client's discharge, revocation, or transfer)
 - ✓ The day of death

How does the Medicaid agency reimburse for nursing facility charges?

(WAC [182-551-1510](#) (8))

For nursing facility room and board, including swing beds^{*}, the Medicaid agency pays hospice agencies that are not licensed as hospitals, at a daily rate as follows:

- Directly to the hospice agency at 95% of the nursing facility's current Medicaid daily rate in effect on the date the services were provided
- The hospice agency pays the nursing facility at a daily rate not greater than the nursing facility's current Medicaid daily rate
- Nursing facility charges are not covered for AEM clients. See WAC [182-507-0120](#)

How does the Medicaid agency reimburse for hospice care center (HCC) residents?

(WAC [182-551-1510](#) (9))

The Medicaid agency pays an HCC a daily rate for room and board based on the average room and board rate for all nursing facilities in effect on the date the services were provided.

*See [Swing bed rates](#).

What is client participation?

(WAC [182-551-1510](#))

Client participation is an amount calculated by the Department of Social and Health Services (DSHS) that the client must pay towards the cost of their Long-Term Service and Supports (LTSS) or hospice services. The following clients may be required to pay participation:

- ✓ Hospice clients who reside in a nursing facility
- ✓ Hospice clients who reside in a hospice care center
- ✓ Hospice clients who received LTSS Home and Community-based services
- ✓ Hospice clients who live at home and are eligible under the special hospice program and do not receive other long-term services and supports

If the client is assigned participation, the hospice agency is responsible for collecting the client's monthly participation amount stated in the notice of action (award) letter sent by DSHS to the client.

If the client is on a Home and Community Based LTSS program, and is required to pay participation, the LTSS provider, and not the hospice agency, is responsible for collecting the client's monthly participation amount and not the hospice agency.

Do NOT use the participation amount in the **Total Claim Charge** when billing the Medicaid agency. Bill the Medicaid agency your usual and customary charge. See "How to indicate a client's participation amount on your claim" for instructions on how to indicate a client's participation amount on your claim.

Collecting and reporting the correct amount of the client's participation is the responsibility of the hospice agency.

- Report the client participation amount in the *Value Code* section using value code 31.
- Do not factor the client participation amount into the billed amount. Bill the full amount and report the participation amount using value code 31. ProviderOne will automatically subtract the client's participation amount.

The hospice agency collects the participation each month as directed by the notice of action (award letter) issued by DSHS. A hospice agency may contract with the nursing facility to collect the client's participation. The amount is reported using value code 31 as it is for all other hospice claims.

How does the Medicaid agency reimburse for clients under a home and community-based long-term service and supports program (HCB LTSS)?

(WAC [182-551-1520](#) (3))

Aging and Long-Term Support Administration (AL TSA) in DSHS pays the LTSS provider directly for personal care services provided to an eligible client and:

- The client's monthly participation amount (if any) is paid separately to the LTSS provider.
- Hospice agencies must bill the Medicaid agency directly for hospice services, not the LTSS program.

When does the Medicaid agency reimburse hospitals providing care to hospice clients?

(WAC [182-551-1520](#) (1))

The Medicaid agency pays hospitals that provide inpatient care to clients in the hospice program when the medical condition is **not** related to their terminal illness. (See the Medicaid agency's [Inpatient Hospital Services Billing Guide](#) or [Outpatient Hospital Services Billing Guide](#).)

How does the Medicaid agency reimburse for the following physician services?

Administrative and supervisory services

Administrative and general supervisory activities performed by physicians are **included** in the hospice daily rate. These physicians are either employees of the hospice agency or are working under arrangements made with the hospice agency. The physician serving as the medical director of the hospice agency and/or the physician member of the hospice interdisciplinary team would generally perform activities such as:

- Physician participation in the establishment of plans of care.
- The supervision of care and services.
- The periodic review and updating of plans of care.
- The establishment of governing policies.

Note: These activities cannot be billed separately.

Licensed health care services

Services not related to the hospice diagnosis provided by physicians, ARNPs, and PA-Cs not employed by the hospice agency
(WAC [182-551-1520 \(2\)](#))

The Medicaid agency pays providers who are attending physicians and not employed by the hospice agency, the usual and customary charge through the [Physician-Related/Professional Services Fee Schedule](#):

The Medicaid agency pays these providers:

- For direct physician care services provided to a hospice client.
- When the provided services are not related to the terminal illness.
- When the client's providers, including the hospice provider, coordinate the health care provided.

Professional services related to the hospice diagnosis

See the Medicaid agency's [Physician-Related/Professional Services Fee Schedule](#).

Who can bill for professional services?

The Medicaid agency reimburses for professional services only when they are billed by one of the following:

- Primary physician
- Hospice agency (using Hospice Clinic National Provider Identifier (NPI))
- Consulting physicians or those providing backup care for the primary physician. (consulting physicians must be coordinated with the hospice agency)
- Radiologist/laboratory

When billing for the professional component, include **modifier 26** in *Modifiers* field on electronic professional claim, along with the appropriate procedure code. (See #1 or #2 below, as applicable.) Charges for the technical component of these services, such as lab and x-rays, are **included** in the hospice daily rate and may not be billed separately.

What provider number is required when billing the Medicaid agency?

Bill the Medicaid agency for all professional services in one of the following ways:

- When the primary physician performs the service, bill using their NPI number.

- OR -

- When a physician, other than the primary physician, performs the service, bill using the primary physician NPI number as the referring provider on the claim.

How does the Medicaid agency reimburse for Medicaid-Medicare dual eligible clients?

(WAC [182-551-1530](#))

The Medicaid agency does not pay for any hospice care provided to a client covered by Medicare Part A (hospital insurance).

- The Medicaid agency may pay for hospice care provided to a client:
 - ✓ Covered by Medicare Part B (medical insurance).
 - ✓ Not covered by Medicare Part A.

For hospice care provided to a Medicaid-Medicare dual eligible client, hospice agencies must bill:

- Medicare before billing the Medicaid agency.
- The Medicaid agency for hospice nursing facility room and board, using the nursing facility's NPI number in form locator 78 on the UB-04 claim form.

Billing for routine home care – revenue code 0651

Payments for RHC are based on a two-tiered payment methodology:

- Days one through 60 are paid at the base RHC rate.
- Days 61 and after are paid at a lower RHC rate.

When billing for RHC level of care, enter the appropriate procedure code and modifier. In order for the claim to process correctly, the revenue code, procedure code, and modifier must be submitted on each line billed.

| Procedure Code and Modifier | Description of Code or Modifier |
|-----------------------------|---|
| Q5001 | Hospice care provided in client's home/residence |
| Q5002 | Hospice care provided in assisted living facility |
| Q5003 | Hospice care provided in non-skilled nursing facility |
| Q5010 | Hospice home care provided in a hospice facility |
| TG | Complex/high tech level of care (for RHC days 1-60) |
| TF | Intermediate level of care (for RHC days 61+) |

- If an RHC client discharges and readmits to hospice within 60 calendar days of that discharge, the prior hospice days will continue to follow the client and count toward the client's eligible days in determining whether the receiving hospice agency may bill at the base or lower RHC rate.
- If an RHC client discharges from a hospice agency for more than 60 calendar days, a readmit to the hospice agency will reset the client's hospice days.

End-of-life service intensity add-on payment

Hospice services are eligible for an end-of-life SIA payment when all the following criteria are met:

- The day on which the service is provided is an RHC level of care.
- The day on which the service is provided occurs during the last 7 days of life, and the client is discharged deceased.
- The service is provided by a Registered Nurse (RN) or Social Worker (SW) that day for at least 15 minutes and up to 4 hours total.
- The service is not provided by the SW via telephone.

When billing for an SIA payment, enter the appropriate revenue and procedure code. In order for the claim to process correctly, the revenue code and procedure code must be submitted on each line billed.

| Revenue Code | Description of Code | Procedure Code | Description of Code |
|--------------|------------------------------|----------------|--|
| 0551 | Skilled Nursing | G0299 | Direct skilled nursing services of an RN in a home health or hospice setting, each unit = 15 minutes |
| 0561 | Medical Social Service Visit | G0155 | Services of SW in home health or hospice setting, each unit = 15 minutes |

Note: For SIA payments, there is a maximum limit of 112 units per a client's lifetime.

Where is the fee schedule?

See the Medicaid agency's [Hospice Fee Schedule](#).

Pediatric Palliative Care

How are pediatric palliative care (PPC) services provided?

(WAC [182-551-1800](#))

PPC services are provided through a hospice agency. The Medicaid agency's case management/coordination services for PPC provide the care coordination and skilled care services to clients who have life-limiting medical conditions. Family members and caregivers of clients eligible for pediatric palliative care services also may receive support through care coordination when the services are related to the client's medical needs.

How does a hospice agency become an approved PPC provider?

(WAC [182-551-1830](#))

Note: This section does not apply to providers who already are Medicaid agency-approved PPC providers.

To apply to become a Medicaid agency-approved PPC provider, a provider must:

- Be an approved hospice agency with Medicaid (see [About the Hospice Program](#)).
- Submit a letter to the Medicaid agency's Hospice/PPC program manager (see [Resources Available](#)) requesting to become a Medicaid agency-approved provider of PPC and include a copy of the provider's policies and position descriptions with minimum qualifications specific to pediatric palliative care.

Provider requirements

(WAC [182-550-1840](#))

An eligible provider of PPC case management/coordination services must do **all** of the following:

- Meet the conditions in [How does a hospice agency become approved to provide Medicaid services?](#)
- Confirm that a client meets the [eligibility criteria](#) prior to providing PPC services.

Hospice Services

- Obtain a written referral to the Medicaid agency's PPC program manager from the client's physician.
- Determine and document in the client's medical record the medical necessity for the initial and ongoing care coordination of PPC services.
- Document in the client's medical record:
 - ✓ A palliative plan of care (POC) (a written document based on assessment of a client's individual needs that identifies services to meet those needs).
 - ✓ The medical necessity for those services to be provided in the client's residence.
 - ✓ Discharge planning.
- Provide medically necessary skilled interventions and psychosocial counseling services by qualified interdisciplinary hospice team members.
- Assign and make available a PPC case manager (nurse, therapist, or social worker) to implement care coordination with community-based providers to ensure clarity, effectiveness, and safety of the client's POC.
- Notify the Medicaid agency's PPC program manager within 5 working days from the date of occurrence of the client's:
 - ✓ Date of enrollment in PPC.
 - ✓ Discharge from the hospice agency or PPC when the client:
 - No longer meets PPC criteria.
 - Is able to receive all care in the community.
 - Does not require any services for 60 days.
 - Discharges from PPC to enroll in the Medicaid agency's Hospice program.
 - ✓ Transfer to another hospice agency for pediatric palliative care services.
 - ✓ Death.

Note: See *Pediatric Palliative Care (PPC) Referral and 5-Day Notification* form, HCA 13-752. See [Where can I download Medicaid agency forms?](#)

- Maintain the client's file which includes the POC, visit notes, and all of the following:
 - ✓ The client's start of care date and dates of service
 - ✓ Discipline and services provided (in-home or place of service)
 - ✓ Case-management activity and documentation of hours of work
 - ✓ Specific documentation of the client's response to the palliative care and the client's and/or client's family's response to the effectiveness of the palliative care (e.g., the client might have required acute care or hospital emergency room visits without the pediatric palliative care services)
- Provide when requested by the Medicaid agency's PPC program manager, a copy of the client's POC, visit notes, and any other documents listing the information identified above.

If the Medicaid agency determines that the documentation in the POC or attachments to the POC does not meet the criteria for a client's PPC eligibility or does not justify the billed amount, any payment to the provider is subject to recoupment by the Medicaid agency.

Note: Therapy services may be provided in outpatient settings and billed with the client's Services Card. Outpatient therapy may not be appropriate for some children and may be best served in the home. The documentation on the Pediatric Palliative Care (PPC) Plan of Care (POC) would note the medical necessity.

Who is eligible for Pediatric Palliative Care (PPC) services?

(WAC [182-551-1810](#))

To receive PPC case management/coordination services, a person must:

- Be age 20 or younger.
- Be covered by a benefit package that covers PPC case management/coordination services. See the Medicaid agency's [ProviderOne Billing and Resource Guide](#) for instructions on how to verify a client's eligibility.

- Have a life-limiting medical condition with a complex set of needs requiring case management and coordination of medical services due to **at least three** of the following six circumstances:
 - ✓ An immediate medical need during a time of crises
 - ✓ Coordination with family member(s) and providers required in more than one setting (i.e., school, home, and multiple medical offices or clinics)
 - ✓ A life-limiting medical condition that impacts cognitive, social, and physical development
 - ✓ A medical condition in which the family is unable to cope
 - ✓ A family member(s) or caregiver, or both, who needs additional knowledge or assistance with the client's medical needs
 - ✓ Therapeutic goals focused on quality of life, comfort, and family stability

Note: See the [Program Benefit Packages and Scope of Services](#) table for an up-to-date listing of benefit packages.

Are clients enrolled in managed care eligible for PPC services?

(WAC [182-551-1200](#) (2))

Yes. When verifying eligibility using ProviderOne, if the client is enrolled in a Medicaid agency-managed care plan, managed care enrollment will be displayed on the client benefit inquiry screen. A client enrolled in one of the Medicaid agency-contracted managed care plans must receive all PPC services, including nursing facility room and board, directly through that plan. The client's managed care plan is responsible for arranging and providing for all PPC services for a client enrolled in a managed care plan. Clients can contact their managed care plan by calling the telephone number provided to them. The Medicaid agency does not process or reimburse claims for managed care clients for services provided under the Apple Health contract.

Note: To prevent billing denials, check the client's eligibility **before** scheduling services, and at the **time of the service** to make sure proper authorization or referral is obtained from the plan.

See the Medicaid agency's [ProviderOne Billing and Resource Guide](#) for instructions on how to verify a client's eligibility.

How many PPC services are covered?

(WAC [182-551-1820](#))

The Medicaid agency's PPC case management/coordination services cover up to six PPC contacts per client, per calendar month.

Note: If more than six contacts are routinely needed, PPC may not be appropriate for the child.

If more than six contacts are medically necessary, prior authorization must be requested. See [How do I obtain authorization?](#)

What is included in a PPC contact?

A PPC contact includes:

- One visit with a registered nurse, social worker, or therapist with the client in the client's residence to address:
 - ✓ Pain and symptom management.
 - ✓ Psychosocial counseling.
 - ✓ Education/training.

Note: For the purposes of this billing guide, the Medicaid agency defines **therapist** as: a licensed physical therapist, occupational therapist, or speech and language therapist.

- Two hours or more per month of case management or coordination services to include any combination of the following:
 - ✓ Psychosocial counseling services (includes grief support provided to the client, client's family member(s), or client's caregiver prior to the client's death)
 - ✓ Establishing or implementing care conferences
 - ✓ Arranging, planning, coordinating, and evaluating community resources to meet the child's needs
 - ✓ Visits lasting 20 minutes or less (for example: visits to give injections, drop off supplies, or make appointments for other PPC-related services)
 - ✓ Visits not provided in the client's home

Note: Two hours of case management equals one contact and one visit equals one contact. You can have six contacts with any combination. Unbilled case-management hours do not carry over to the next month.

When are PPC services not covered?

The Medicaid agency does not pay for a PPC contact when a client is receiving **similar services** from **any** of the following:

- Home Health program
- Hospice program
- Private duty nursing*
- Disease case management program
- Any other Medicaid agency program that provides similar services

***Alert!** Private duty nursing is not covered unless the hospice agency requests an exception to rule by submitting for [prior authorization](#) and completing the *Hospice (including PPC) Authorization Request* form, HCA 13-848. See [Where can I download Medicaid agency forms?](#)

The Medicaid agency does not pay for a PPC contact that includes providing counseling services to a client’s family member or the client’s caregiver for grief or bereavement for dates of service after a client’s death.

Pediatric palliative care (PPC) revenue code

| Revenue Code | Description of Code |
|--------------|--|
| 0659 | Other Hospice Services (Pediatric Palliative Care (PPC) Case Management/Coordination will be reimbursed according to the fee schedule.) See below for examples of use: |
| 0659 | PPC – RN (registered nurse) |
| 0659 | PPC – PT (physical therapy) |
| 0659 | PPC – OT (occupational therapy) |
| 0659 | PPC – ST (speech therapy) |
| 0659 | PPC – Case-Management Time (Bill the date of service for each 2-hour time requirement that was met.) |

How does the Medicaid agency pay for PPC services?

The Medicaid agency pays providers for PPC case management/coordination services per contact.

The Medicaid agency adjusts the reimbursement rate for PPC contacts when the legislature grants a vendor rate change. New rates become effective as directed by the legislature and are effective until the next rate change. The reimbursement rate for authorized out-of-state PPC services is paid at the **All Other Areas** CBSA rate.

Billing

All claims must be submitted electronically to the Medicaid agency, except under limited circumstances. For more information about this policy change, see [Paperless Billing at HCA](#). For providers approved to bill paper claims, see the Medicaid agency's [Paper Claim Billing Resource](#).

What are the general billing requirements?

Providers must follow the Medicaid agency's [ProviderOne Billing and Resource Guide](#). These billing requirements include:

- What time limits exist for submitting and resubmitting claims and adjustments.
- When providers may bill a client.
- How to bill for services provided to primary care case management (PCCM) clients.
- How to bill for clients eligible for both Medicare and Medicaid.
- How to handle third-party liability claims.
- What standards to use for record keeping.

How are national provider identifier (NPI) numbers reported on hospice claims?

The Medicaid agency has implemented a change in the process for reporting the nursing facility NPI number on a hospice claim for a client in a nursing facility.

Use the following claim forms to report the nursing facility NPI:

837 Institutional and institutional Direct Data Entry (DDE) – service facility NPI information:

- For the HIPAA 837 Institutional claim type the **Service Facility NPI** field is located within Loop 2310E, data element NM109.
- For the institutional DDE claim screen, the **Service Facility NPI** field is listed on the **Other Claim Info** tab at the top of the claim form. On the **Other Claim** page open the Miscellaneous Claim expander and enter the NPI number in the **Service Facility** box.

How do I bill claims electronically?

Instructions on how to bill Direct Data Entry (DDE) claims can be found on the agency’s [Billers, providers, and partners](#) webpage.

For information about billing Health Insurance Portability and Accountability Act (HIPAA) Electronic Data Interchange (EDI) claims, see the ProviderOne 5010 companion guides on the [HIPAA Electronic Data Interchange \(EDI\)](#) webpage.

The attending provider must be included on the claim, or the claim will be denied.

The following institutional claim instructions relate to hospice services:

| Description | Field Required | Entry |
|-----------------------------|----------------|---|
| Type of Facility | Yes | Choose 8-Special Facility. |
| Bill Classification | Yes | These types of Bill Codes are to be used to correctly identify Washington State Medicaid Hospice Claims: 1S –Hospice (non-hospital-based) 2S – Hospice (hospital-based) |
| Value Code and Value Amount | Situational | Use this field to report a client’s Participation amount. Enter code 31 (Patient Liability Amount) in the <i>Value Code</i> field and the client’s total participation from the award letter in the <i>Value Amount</i> field. |
| Discharge Status | Yes | See the National Uniform Billing Committee (NUBC) . |

Hospice Services

The following professional claim instructions relate to hospice services:

| Name | Field Required | Entry | |
|---|-----------------|--|--|
| Claim Note | When applicable | If the client does not have Part A coverage, enter the statement "Client has Medicare Part B coverage only" in this field. | |
| Code(s) only appropriate for Washington State Medicaid: | | | |
| Place of Service | Yes | Code Number | |
| | | To Be Used For | |
| | | 12 | Client's Residence |
| | | 21 | Inpatient Hospital |
| | | 23 | Emergency Room |
| | | 24 | Outpatient Hospital, Office or Ambulatory Surgery Center |
| | | 31 | Nursing Facility |
| | | 34 | Hospice Care Center |
| | | 99 | Other |
| Units | Yes | Enter 1 | |

External cause codes (V00-Y99) are required to be submitted in groups of three in order for a claim to be processed. For questions email: HIPAA-Help@hca.wa.gov.