

Washington Apple Health (Medicaid)

Acute Physical Medicine & Rehabilitation (PM&R) Billing Guide

January 1, 2020

Every effort has been made to ensure this guide's accuracy. If an actual or apparent conflict between this document and an 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 (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
Behavioral Health Organization (BHO)	Removed this section	Effective January 1, 2020, behavioral health services in all regions will be provided under integrated managed care.
Integrated Managed Care Regions	Effective January 1, 2020, integrated managed care is being implemented in the last three regions of the state: <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) 	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).

*This publication is a billing instruction.

How can I get agency provider documents?

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

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

Where can I download agency forms?

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

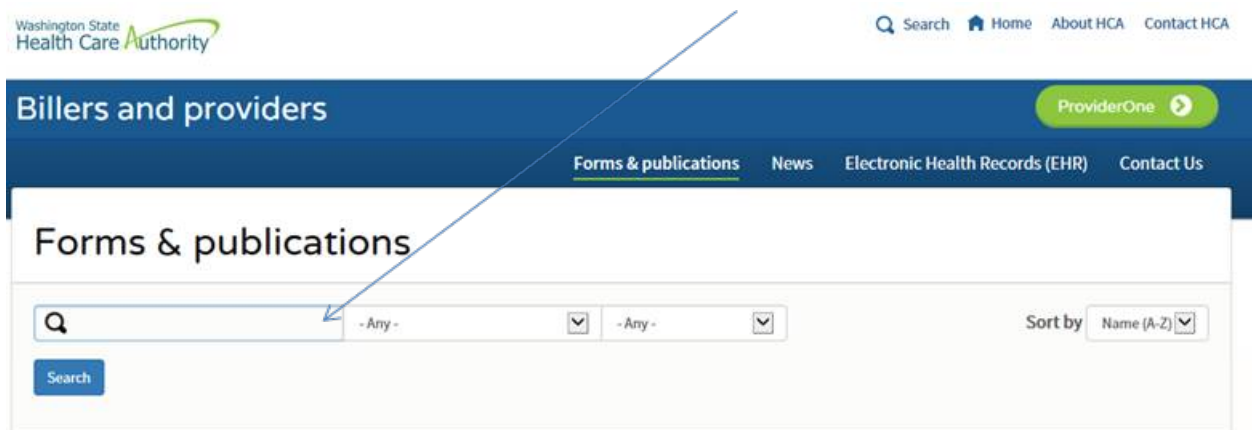


Table of Contents

Definitions	6
About the Program	7
What is Acute Physical Medicine & Rehabilitation (PM&R)?	7
How does a client qualify for Acute PM&R services?	8
Provider Requirements	9
How does a hospital become an agency-approved Acute PM&R provider?.....	9
Conditional approval when waiting for CARF accreditation	10
Final qualification criteria.....	10
Is notifying clients of their right to make their own health care decisions (Advance Directives) required?.....	11
How does the agency ensure quality of care for the client?	11
Client Eligibility	13
How do I verify a client’s eligibility?	13
Verifying eligibility is a two-step process:	13
Are clients enrolled in an agency-contracted managed care organization (MCO) eligible?.....	14
Managed care enrollment.....	14
How does this affect the Acute Physical Medicine and Rehabilitation Program?	15
Checking eligibility.....	15
Apple Health – Changes for January 1, 2020	15
Clients who are not enrolled in an agency-contracted managed care plan for physical health services	16
Integrated managed care (IMC)	17
Integrated managed care regions	17
Integrated Apple Health Foster Care (AHFC)	18
Fee-for-service Apple Health Foster Care	18
Are Primary Care Case Management (PCCM) clients eligible?	19
Prior Authorization	20
Is prior authorization (PA) required for Acute PM&R services?	20
What are the requirements for PA?.....	20
Initial PA.....	20
Extension of PA	21
What happens after prior authorization is requested?.....	22
When does the agency authorize administrative days?.....	22
When does the agency not authorize Acute PM&R services?.....	23
Payment	24
What is included in Acute PM&R room and board?	24
Who pays for care when a client enrolls in an agency-contracted managed care organization (MCO) during an admission?.....	24

Alert! This **Table of Contents** is automated. Click on a page number to go directly to the page.



How does the agency determine payment?.....27

How does the agency pay for administrative day(s)?28

How does the agency pay for ambulance transportation services provided to clients
receiving Acute PM&R Services?28

Billing29

What are the general billing requirements?29

What revenue codes should I use when billing the agency for services provided in an
agency-approved Acute PM&R facility?.....29

How do I bill the agency for noncovered days?30

How do I bill the agency for administrative day(s)?.....30

How do I update the ProviderOne client ID number and verify the length-of-stay on
an authorization number?.....31



Definitions

This list 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.

Accredit (or Accreditation) - A term used by nationally recognized health organizations, such as the Commission on Accreditation of Rehabilitation Facilities (CARF), to indicate a facility meets both professional and community standards of medical care. (WAC [182-550-1050](#))

Acute - An intense medical episode, not longer than three months. (WAC 182-550-1050)

Acute PM&R - A comprehensive inpatient rehabilitative program coordinated by an interdisciplinary team at an agency-approved rehabilitation facility. The program provides twenty-four-hour specialized nursing services and an intense level of therapy for specific medical conditions for which the client shows significant potential for functional improvement. (WAC 182-550-1050)

Administrative day - One or more days of a hospital stay in which an acute inpatient or observation level of care is not medically necessary, and a lower level of care is appropriate. (WAC 182-550-1050)

Administrative day rate - The agency's statewide Medicaid average daily nursing facility rate. (WAC 182-550-1050)

Commission on Accreditation of Rehabilitation Facilities (CARF) – See the [CARF International webpage](#). (WAC 182-550-1050)

Family - People who are important to and designated by the client and need not be related.

Interdisciplinary team - A team that coordinates individualized Acute PM&R services at an agency-approved inpatient rehabilitation facility to achieve the following for the client:

- Improved health and welfare.
- Maximum physical, social, psychological, and vocational potential.

Noncovered service or charge – A service or charge the agency does not consider or pay for as a "hospital covered service." This service or charge may not be billed to the client, except under the conditions identified in WAC [182-502-0160](#). (WAC 182-550-1050)

Per diem – A hospital-specific daily rate for a service, multiplied by covered allowable days. (WAC [182-550-3000](#))

Short-term - Two months or less.

Survey – An inspection or review conducted by a federal, state, or private agency to evaluate and monitor a facility's compliance with Acute PM&R program requirements. (WAC 182-550-1050)

About the Program

(WAC [182-550-2501](#))

What is Acute Physical Medicine & Rehabilitation (PM&R)?

Acute PM&R is a 24-hour inpatient comprehensive program of integrated acute medical and rehabilitative services provided during the acute phase of a client's rehabilitation. The agency requires prior authorization for Acute PM&R services (see [What are the requirements for PA?](#)).

An interdisciplinary team coordinates individualized Acute PM&R services at an agency-contracted rehabilitation facility for a client's:

- Improved health and welfare
- Maximum physical, social, psychological, and educational or vocational potential

The agency determines and authorizes a length-of-stay based on:

- The client's Acute PM&R needs
- Community standards of care for Acute PM&R services

When the agency's authorized acute period of rehabilitation ends, the provider transfers the client to a more appropriate level of care. Therapies may continue to help the client achieve maximum potential through other agency programs, such as:

- Home health services
- Nursing facilities
- Outpatient physical, occupational, and speech therapies
- Neurodevelopmental centers

The agency's Acute PM&R program is regulated by:

- [RCW 74.09.520](#), Medical Assistance-Care and services included--Funding limitations
- WAC [182-550-2501](#), 2511, 2521, 2531, 2541, 2551, 2561, and 3381 Acute PM&R
- The agency's Core Provider Agreement

How does a client qualify for Acute PM&R services?

(WAC [182-550-2551](#))

To qualify for Acute PM&R services, a client must have:

- All of the following extensive **or** complex:

- ✓ Medical needs
- ✓ Nursing needs
- ✓ Therapy needs

AND

- A recent or new onset of a condition that causes an impairment in **two or more** of the following areas:

- ✓ Mobility and strength
- ✓ Self-care/ADLs (Activities of Daily Living)
- ✓ Communication
- ✓ Cognitive/perceptual functioning

AND

- A new or recent onset of **one** of the following conditions:

- ✓ Brain injury caused by trauma or disease
- ✓ Spinal cord injury resulting in:
 - Quadriplegia
 - Paraplegia
- ✓ Extensive burns
- ✓ Bilateral limb loss
- ✓ Stroke or aneurysm with resulting hemiplegia or severe cognitive deficits, including speech and swallowing deficits
- ✓ Multiple trauma (after the client is cleared to bear weight) with complicated orthopedic conditions and neurological deficits
- ✓ Skin flap surgery after severe pressure ulcers for a client who meets both of the following:
 - Requires close observation by a surgeon
 - Is ready to mobilize or be upright in a chair
- ✓ Acute inflammatory demyelinating polyneuropathy (AIDP)

If the client does not meet the clinical criteria set forth in this section, the agency will evaluate the request for services for medical necessity according to the process in WAC [182-501-0165](#).

Provider Requirements

How does a hospital become an agency-approved Acute PM&R provider?

(WAC [182-550-2531](#))

The agency accepts applications from in-state and border hospitals only. To apply to become an agency-approved Acute PM&R facility, the agency requires the hospital provider to submit a letter of request to:

Acute PM&R Program Manager
 Clinical Quality and Care Transformation (CQCT)
 Medical and Dental Services
 PO Box 45506
 Olympia, WA 98504-5506

A hospital that applies to become an agency-approved Acute PM&R facility must provide the agency with documentation that confirms the facility is all of the following:

- A Medicare-certified hospital
- Accredited by the Joint Commission on Accreditation of Hospital Organizations (JCAHO)
- Licensed by the Department of Health (DOH) as an acute care hospital (as defined by DOH in WAC [246-310-010](#))
- Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) as a comprehensive integrated inpatient rehabilitation program or as a pediatric family-centered rehabilitation program, unless the facility has obtained a 12-month conditional approval from the agency (see [Conditional approval when waiting for CARF accreditation](#))
- Contracted under the agency's selective contracting program, if in a selective contracting area, unless exempted from the requirements by the agency
- **Operating per the standards set by DOH** (excluding the Certified Rehabilitation Registered Nurse (CRRN) requirement) in either:
 - ✓ WAC 246-976-830, Level I Trauma Rehabilitation Designation
 - ✓ WAC 246-976-840, Level II Trauma Rehabilitation Designation

Note: Acute PM&R is **NOT** related to, nor does it qualify any facility for, the DOH Acute Trauma Rehabilitation Designation program.

For a list of CARF-approved providers, go to [CARF International](#).

Conditional approval when waiting for CARF accreditation

A hospital not yet accredited by CARF:

- May apply for or be awarded a 12-month conditional written approval by the agency if the facility meets both of the following:
 - ✓ Provides the agency with documentation that shows it has started the process of obtaining full CARF accreditation
 - ✓ Is actively operating under CARF standards
- Is required to obtain full CARF accreditation within 12 months of the agency's conditional approval date. If this requirement is not met, the agency sends a letter of notification to revoke the conditional written approval.

Note: If a hospital is working with a CARF consultant, a letter of active intent showing time lines of facility operation under CARF standards must be submitted to the agency at the time of application. Full CARF accreditation must be:

- Obtained within 12 months of the agency's conditional approval
- Kept current

Final qualification criteria

A hospital qualifies as an agency-approved Acute PM&R facility when:

- The facility meets all the applicable requirements in this guide.
- The agency provides written notification that the facility qualifies to be paid for providing Acute PM&R services to eligible medical assistance clients.

Note: Agency-approved Acute PM&R facilities must meet the general requirements in Chapter [182-502](#) WAC, Administration of Medical Programs--Providers.

Is notifying clients of their right to make their own health care decisions (Advance Directives) required?

([42 CFR, 489 Subpart I](#))

All Medicare and 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

How does the agency ensure quality of care for the client?

(WAC [182-550-2541](#))

To ensure quality of care, the agency:

- May conduct reviews (post-pay or on-site) of any agency-approved Acute PM&R facility
- Requires a provider of Acute PM&R services to act on any report of substandard care or violation of the facility's medical staff bylaws and CARF standards. The provider must have and follow written procedures that meet both of the following:
 - ✓ Provide a resolution to either a complaint or grievance, or both
 - ✓ Comply with applicable CARF standards for adults or pediatrics as appropriate

A complaint or grievance regarding substandard conditions or care may be investigated by one or more of the following:

- ✓ DOH
- ✓ JCAHO
- ✓ CARF
- ✓ The agency
- ✓ Other agencies with review authority for agency programs

Note: Being selected for an audit does **not** mean that the business has been predetermined to have faulty business practices.

Client Eligibility

(WAC [182-550-2521](#) (1))

Most Apple Health clients are enrolled in an 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 MCO's provider network, unless prior authorized or to treat urgent or emergent care. See the agency's [Managed Care webpage](#), under Apple Health managed care page 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.

How do I verify a client's eligibility?

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 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 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 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.

Are clients enrolled in an agency-contracted managed care organization (MCO) eligible?

(WAC [182-550-2521](#) (2))

Yes. When verifying eligibility using ProviderOne, if the client is enrolled in an agency-contracted MCO, managed care enrollment will be displayed on the client benefit inquiry screen.

If a client is enrolled in an MCO at the time of acute care admission, that plan pays for and coordinates Acute PM&R services as appropriate. Clients can contact their agency-contracted MCO by calling the telephone number provided to them.

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 agency's [ProviderOne 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 fee-for-service (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.

How does this affect the Acute Physical Medicine and Rehabilitation Program?

The majority of eligible clients are assigned to an MCO. If clients are newly eligible, their enrollment with the MCO will start on the first day of the month of enrollment.

When a client or a client's representative applies for eligibility, the Healthplanfinder will determine if the client is eligible. If eligible, the client will be able to pick one of the managed care plans or be assigned to one. As a result, most clients will be in a managed care plan before admission to acute PM&R.

The managed care plan assignment can be found in [ProviderOne](#).

Checking eligibility

If a client is enrolled in an MCO at the time of acute care admission, that MCO pays for and coordinates Acute PM&R services as appropriate. Clients can contact their agency-contracted MCO by calling the telephone number provided to them.

- 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 (agency) 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. If a client is currently enrolled in one of these three 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 website](#).
- **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 the agency’s [Apple Health Managed Care](#) webpage.

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 IMC regions will receive all physical health services, mental health services, and substance use disorder treatment through their agency-contracted MCO.

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

- Apple Health Managed Care
- 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

Region	Counties	Effective Date
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 Primary Care Case Management (PCCM) clients eligible?

Yes. Providers must follow the agency's [ProviderOne Billing and Resource Guide](#). These billing requirements include, but are not limited to:

- Time limits for submitting and resubmitting claims and adjustments;
- What fee to bill the agency for eligible clients;
- When providers may bill a client;
- How to bill for services provided to primary care case management (PCCM) clients;
- Billing for clients eligible for both Medicare and Medicaid;
- Third-party liability; and
- Record-keeping requirements.

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

Prior Authorization

Is prior authorization (PA) required for Acute PM&R services?

(WAC [182-550-2501](#))

Yes. The agency requires PA for Acute PM&R services.

What are the requirements for PA?

(WAC [182-550-2561](#))

Note: Authorization of services does not guarantee payment. Providers must meet administrative requirements (client eligibility, claim timeliness, third-party insurance, etc.) before the agency pays for services.

The Acute PM&R provider must obtain prior authorization:

- Before admitting a client to the rehabilitation unit
- For an extension of stay, before the client's current authorized period of stay expires

Note: The agency does not routinely approve retroactive requests for authorization.

Initial PA

For an initial admission:

- A client must:
 - ✓ Be eligible for Acute PM&R services (see [Client Eligibility](#))
 - ✓ Require Acute PM&R services (see [How does a client qualify for Acute PM&R services?](#))
 - ✓ Be medically stable and show evidence of physical and cognitive readiness to participate in the rehabilitation program
 - ✓ Be willing and capable to participate at least three (3) hours per day, seven (7) days per week, in Acute PM&R activities

- The Acute PM&R provider must:
 - ✓ Submit a legible, signed request for prior authorization (PA) to the agency. You must use the current version of the *Acute Physical Medicine and Rehab Admit/Extension Request* (HCA 13-838) form. See [Where can I download agency forms?](#) Older versions submitted will not be accepted. You must use a correct Acute PM&R billing provider NPI on the request form. Failure to use the correct NPI will result in a delay of processing and payment.

Note: Requests submitted after 3:00 p.m. on weekdays will be considered the following workday. The agency is closed on weekends and all major holidays as identified in [WAC 357-31-005](#).

- ✓ Include sufficient medical information to justify that all of the following apply:
 - Acute PM&R treatment would effectively enable the client to obtain a greater degree of self-care or independence, or both.
 - The client's medical condition requires intensive 24-hour inpatient comprehensive Acute PM&R services in an agency-approved Acute PM&R facility.
 - The client suffers from severe disabilities including, but not limited to, neurological or cognitive deficits, or both.

Extension of PA

For an extension of stay:

- A client must continue to meet all criteria for initial admission, as well as have observable, documented evidence of significant improvement.
- The Acute PM&R provider must do both of the following:
 - ✓ Submit a legible, signed request for prior authorization (PA) to the agency. Providers must use the current version of the *Acute Physical Medicine and Rehab Admit/Extension Request* (HCA 13-838) form. See [Where can I download agency forms?](#) Older versions submitted will not be accepted. You must use a correct Acute PM&R billing provider NPI on the request form. Failure to use the correct NPI will result in a delay of processing and payment.

Note: Requests submitted after 3:00 p.m. on weekdays will be considered the following workday. The agency is closed on weekends and all major holidays as identified in [WAC 357-31-005](#).

- ✓ Include documented medical evidence to justify the extension; include all pertinent medical records that substantiate the client's condition has observably and significantly improved.

If the agency denies the request for extension of stay, the client must be transferred to an appropriate lower level of care (see [What is Acute Physical Medicine & Rehabilitation \(PM&R\)?](#)).

Note: To request authorization (either initial or an extension), complete the *Acute Physical Medicine and Rehab Admit/Update* (HCA 13-838) form (current version). See [Where can I download agency forms?](#) Fax it to the agency at: 360-725-1966.

Note: See the agency's [ProviderOne Billing and Resource Guide](#) for more information on requesting authorization.

What happens after prior authorization is requested?

A facility intending to transfer a client to an agency-approved Acute PM&R facility or an Acute PM&R facility requesting an extension of stay for a client must do both of the following:

- Discuss the agency's authorization decision with the client or the client's legal representative, or both
- Document in the client's medical record that the agency's decision was discussed with the client or the client's legal representative, or both

When does the agency authorize administrative days?

The agency may authorize administrative days for a client who meets one of the following:

- Does not meet the "extension" authorization requirements described in this section
- Stays in the facility longer than the community standard length-of-stay
- Is waiting for a discharge destination or a discharge plan

When does the agency not authorize Acute PM&R services?

The agency does not authorize Acute PM&R services for a client who meets one of the following:

- Is deconditioned by a medical illness or by surgery
- Has loss of function primarily as a result of a psychiatric condition(s)
- Has had a recent surgery and has no complicating neurological deficits

Examples of surgeries that do not qualify a client for Acute PM&R services without extenuating circumstances are:

- ✓ Single amputation
- ✓ Single extremity surgery
- ✓ Spine surgery

Payment

What is included in Acute PM&R room and board?

(WAC [182-550-3381](#) (2))

Acute PM&R **room and board** includes, but is not limited to:

- Facility use
- Medical social services
- Bed and standard room furnishings
- Dietary and nursing services

Who pays for care when a client enrolls in an agency-contracted managed care organization (MCO) during an admission?

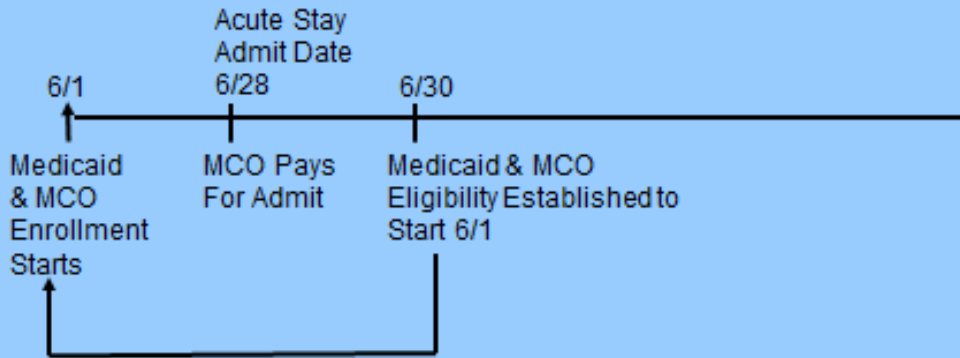
In situations when a patient receives care from an acute medical care facility and is then transferred to a rehabilitation setting (e.g., an acute physical medicine and rehabilitation (acute PM&R) facility, a long term acute care (LTAC) facility, or a skilled nursing facility, (SNF)), each of these admissions is considered a separate event. Whether the agency or the managed care organization (MCO) pays depends on the date of admission compared to the date of Medicaid eligibility and the date of enrollment with MCO.

The agency does not pay:

- For an admission to an acute PM&R facility, LTAC facility, or SNF, if the MCO enrollment is effective the same month as the date of admission to this facility.
- For a covered service that is the responsibility of the agency-contracted MCO.

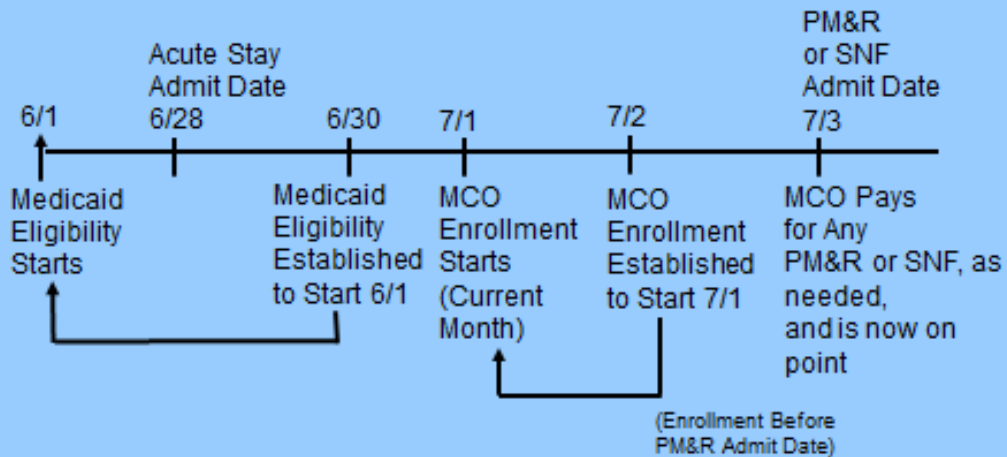
Scenario 1:

If the effective date for the client’s Medicaid eligibility and MCO enrollment is *before* an acute care admission date, the MCO is responsible.



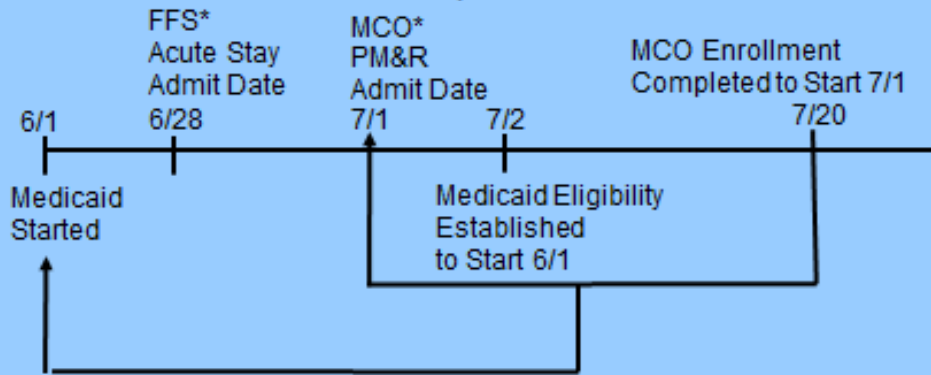
Scenario 2:

If the MCO enrollment effective date is *after* an acute care admission date, the agency fee-for-service (FFS) program is responsible for the acute care admission. The MCO is responsible for any subsequent admissions for PM&R, LTAC, or SNF services occurring after the MCO enrollment effective date.



Scenario 3:

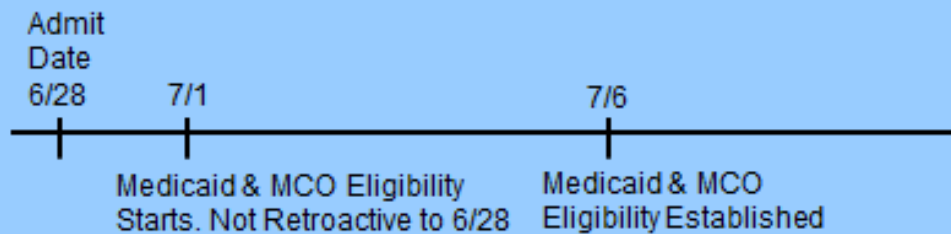
If the MCO enrollment is effective the month following the acute care admission date, but Medicaid eligibility is established back to the first of the month in which the admission occurred, the agency FFS program is responsible for the acute care stay and any other admissions (PM&R, LTAC, SNF) that begin *before* the MCO enrollment effective date. The MCO pays for any PM&R, LTAC, or SNF admissions that begin after the MCO enrollment effective date.



*FFS Authorized - MCO retroactively reviews. (Enrollment after PM&R Admit Date)

Scenario 4:

If the effective dates for the client's Medicaid eligibility and MCO enrollments are *after* the acute medical, PM&R, LTAC, or SNF admission date and no retroactive eligibility is granted back to the date of admission, the agency FFS program is responsible for the admission and all days until the client's discharge. However, the agency will prorate and pay only for those dates the client is eligible for Medicaid.



Because, no eligibility in June for income
-OR-
Didn't ask for retro to June
If requested and granted, hospital can be paid for entire admit.

How does the agency determine payment?

The agency's payment for Acute PM&R services provided by Acute PM&R facilities is described below:

- The agency pays a rehabilitation facility a per diem rate as described in WAC [182-550-3000](#). Payment is calculated based on client length of stay and the provider specific rehab per diem rate.
- The agency pays the per diem rate in effect at the time services are provided, minus the sum of the following:
 - ✓ Client liability, whether or not collected by the contracted provider
 - ✓ Any amount of coverage from third parties, whether or not collected by the provider, including, but not limited to, coverage from the following:
 - Insurers and indemnitors;
 - Other federal or state medical care programs;
 - Payments made to the provider on behalf of the client by people or organizations not liable for the client's financial obligations; and
 - Any other contractual or legal entitlement of the client, including but not limited to the following:
 - Crime victim's compensation
 - Worker's compensation
 - Individual or group insurance
 - Court-ordered dependent support arrangements
 - The tort liability of any third party

The agency may authorize administrative days for a client who meets one of the following:

- Does not meet "extension" authorization requirements (see [Prior Authorization](#))
- Stays in the facility longer than the **community standards length-of-stay**
- Is waiting for a discharge destination or a discharge plan. (WAC [182-550-2561\(8\)](#))

How does the agency pay for administrative day(s)?

(WAC [182-550-3381](#)(3))

When the agency authorizes administrative day(s) for a client, the agency pays the facility for both of the following:

- The administrative day rate
- Pharmaceuticals prescribed for the client's use during the administrative portion of the client's stay

How does the agency pay for ambulance transportation services provided to clients receiving Acute PM&R Services?

(WAC [182-550-3381](#)(4))

The agency pays for transportation services provided to a client receiving Acute PM&R services in a rehabilitation facility according to Chapter [182-546](#) WAC.

Billing

All claims must be submitted electronically to the agency, except under limited circumstances. For more information, see the agency's [ProviderOne Billing and Resource Guide](#) webpage and scroll down to *Paperless billing at HCA*.
For providers approved to bill paper claims, visit the same webpage and scroll down to *Paper Claim Billing Resource*.

What are the general billing requirements?

Providers must follow the 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

What revenue codes should I use when billing the agency for services provided in an agency-approved Acute PM&R facility?

Bill the agency using any applicable revenue code with the following exceptions:

- For Acute PM&R room and board services, bill only revenue code 0128.
- For administrative days, bill only revenue codes 0169 (Room and Board - Other) and 025x (Pharmacy).

The agency pays for covered revenue codes only. See the agency's [Inpatient Hospital Services Billing Guide](#) for a complete list.

Note: In order to receive the correct payment for services, claims submitted for rehabilitative services must include both the appropriate ICD-10 diagnosis code and procedure code. Failure to include this information may result in the claim grouping to an incorrect DRG, which will result in a less than expected reimbursement rate. If this occurs, the provider will be responsible for contacting HCA for claims adjustment.

How do I bill the agency for noncovered days?

Days not authorized are considered noncovered. Hospitals must bill the covered and noncovered days on separate lines.

Example:

Revenue Code	Covered Days	Noncovered Days
0xx4	\$xx.xx	
0xx4		\$xx.xx

How do I bill the agency for administrative day(s)?

To receive payment for medical administrative days the hospital must bill administrative days with revenue code 0169 and all associated charges for those days on a claim separate from the acute care stay.

For the acute care stay claim the provider must bill with inpatient status code 30 to indicate the provider will be submitting a separate claim for administrative days.

Bill the administrative day portion of the client’s stay:

- On a separate claim from the Acute PM&R portion of the stay
- Using the authorization number assigned by the agency
- Using the facility’s Acute PM&R provider NPI

How do I update the ProviderOne client ID number and verify the length-of-stay on an authorization number?

Fax your completed *Acute Physical Medicine and Rehabilitation (PM&R) Update* (HCA 13-839) form (current version) to the agency at: 360-725-1966. See [Where can I download agency forms?](#)