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REIMBURSEMENT

Reimbursement for Community Choices Waiver (CCW) services vary based on the type of service being provided. Providers must utilize the Health Insurance Portability and Accountability Act (HIPAA) compliant billing procedure code and modifier, when applicable. (Refer to Appendix C in this manual chapter for information about procedure code, unit of service, and current reimbursement rate).

Reimbursement shall not be made for CCW services provided prior to approval of the plan of care (POC) and release of prior authorization (PA) for the services.

The CCW program is the payer of last resort in accordance with federal regulation 42 CFR 433.139. Failure by the provider to exhaust all third-party payer sources may subject the enrolled agency/provider to recoupment of funds previously paid by Medicaid. Third parties include, but are not limited to, private health insurance, casualty insurance, worker's compensation, estates, trusts, tort proceeds, and Medicare.

The claim submission date cannot precede the date the service was rendered.

Refer to Appendix D of this manual chapter for information about claims filing.

Support Coordination

Support coordination services are reimbursed at an established monthly rate. (See Appendix C – Billing Codes). The data contractor issues a monthly authorization to the support coordination agency. After the support coordination requirements are met and documented in the data contractor's database, the authorization is released to the support coordination agency. For each quarter in the beneficiary's POC year, if the support coordination agency does not meet all of the requirements for documentation in the case management database, the PA for the last month of that quarter will not be released until all requirements are met and the "Request for Payment/Override Form" has been completed and submitted to the Office of Aging and Adult Services Regional Office (OAAS RO) for approval.

Transition Intensive Support Coordination

Transition Intensive Support Coordination (TISC) services are reimbursed at an established monthly rate, for a maximum of 6 months (not to exceed 180 calendar days) from the POC approval date so long as the beneficiary is residing in the nursing facility. (See Appendix C – Billing Codes). Payment will not be authorized until the data contractor receives an approved POC indicating that the individual was/is a nursing facility resident during the period in which the PA is requested.

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Transition Services

Transition services are reimbursed only for the exact amount of expenditures indicated on final approval and supporting documentation. Only 1 authorization for transition services is issued. The authorization period is the effective date of the POC or POC revision request through the POC end date. After the approved purchases are made, the POC (provisional, initial, or revision) that includes the transition services, the receipts for the purchases, and the “Transition Services Form (TSF)” are sent to the data contractor. (See Appendix B for a copy of this form).

The support coordination agency is then notified of the release of the authorization and can bill the Medicaid fiscal intermediary for these expenses. If the support coordination agency did not initially pay for the pre-approved transition expenses, the support coordination agency shall reimburse the actual purchaser within 10 calendar days of receipt of reimbursement.

The OAAS RO, or its designee, shall maintain documentation, including each individual’s TSF with original receipts and copies of canceled checks, as record of payment to the purchaser(s). This documentation is for accounting and monitoring purposes.

Billing for transition services must be completed within 60 calendar days after the individual’s actual move date in order for the reimbursement to be paid.

NOTE: If the individual is not approved for CCW services and/or does not transition, but transition service items were purchased, the OAAS RO must notify the OAAS State Office to allow for possible reimbursement.

If it is determined that additional items are needed after the TSF was approved, and there are remaining transition funds in the individual’s budget, the support coordinator must submit another TSF within 90 calendar days after the individual’s actual move date. The same procedure outlined above shall be followed for any additional needs.

NOTE: If it is determined that the individual has additional needs that were not identified, or billing was not able to occur, within the above established timelines, the OAAS RO must notify OAAS State Office to review for exception.

Environmental Accessibility Adaptation

Environmental Accessibility Adaptation (EAA) services are reimbursed in the amount authorized in the POC or POC revision. The EAA assessor must approve the completion of the modification prior to the provider submitting billing. If for some reason the EAA assessor is unable to perform this function, the OAAS RO must provide approval prior to the provider submitting billing. The PA is released upon completion and submission of the EAA form by the support coordinator.

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Personal Assistance Services

Personal assistance services (PAS) providers are reimbursed at a per quarter-hour-rate for services provided under a prospective payment system (PPS) that recognizes and reflects the cost of direct care services provided.

Release of PA for PAS is contingent on post authorization. Post authorization occurs through the Electronic Visit Verification (EVV) system. EVV is mandatory for PAS. The EVV system requires use of the Louisiana Services Reporting System (LaSRS®) or another EVV system approved by the Bureau of Health Services Financing (BHSF) and OAAS. The system is to be used to electronically “check in” and “check out” when the PAS worker begins and when they end service delivery for a participant.

While there may be some circumstances that require manual edits by the provider’s designee, these should only be occasional. In the event that there is a billing overlap, the provider that uses the EVV system correctly (i.e. data has not been manually added or edited) will have priority for payment.

Providers who are approved to provide services to more than one beneficiary under shared PAS must bill separately for each beneficiary based on their POC. Each beneficiary must be present to receive the shared services in order for the provider to bill for the service.

Adult Day Health Care (ADHC)

ADHC providers are reimbursed at a per quarter-hour-rate for services provided under a PPS that recognizes and reflects the cost of direct care services provided.

The use of the EVV system is mandatory for ADHC services. The EVV system requires use of the Louisiana Services Reporting System (LaSRS®) or another EVV system approved by BHSF and OAAS. The system is to be used to electronically “check in” and “check out” waiver participants when they arrive and when they leave the ADHC center. While there may be some circumstances that require manual edits, these should only be occasional.

The transportation component of ADHC is exempt from this mandatory EVV requirement. However, using the EVV system to electronically record when beneficiaries get on/off the ADHC transportation vehicle may be beneficial to the ADHC provider in preventing overlaps with in-home services and for cost reporting.

In the event of an overlap, the provider that uses the EVV system (i.e. data has not been manually added or edited) will have priority for payment.

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For providers of overnight Caregiver Temporary Support Services (CTSS), the PA start date will be the morning after the first night of service, and the PA end date will be the morning after the last night of service. Providers may bill for the service after the service has been delivered.

In-home, ADHC, and center based caregiver temporary support (not overnight) requires post authorization through EVV.

Monitored In-Home Caregiving

Reimbursement for the monitored in-home caregiving (MIHC) intake and assessment is based on a set fee. The PA is released once the MIHC Services form has been completed and submitted to the data contractor by the support coordinator.

Reimbursement for daily MIHC services is based upon a two-tiered model based on the results of the beneficiary's assessment.

Tier Level	RUG III/HC Categories
Tier 1	Special Rehabilitation 1. 111 2. 121 3. 122
	Special Care 1. 320
	Clinically Complex 1. 411 2. 421
	Cognitive Impairment 1. 510
	Behavior Problem 1. 610
	Physical Function 1. 710 2. 720
Tier 2	Extensive Special Care 1. 210

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Tier Level	RUG III/HC Categories
	2. 220 3. 230
	Special Care 1. 310

The MIHC provider may bill for services after service delivery.

Assistive Devices and Medical Supplies (ADMS)

Reimbursement for the Personal Emergency Response System (PERS) is based on a set installation fee and a monthly maintenance fee. The PERS provider may bill for services after they are delivered.

Reimbursement for Telecare services includes a one-time installation fee that covers the cost of equipment installation and removal. A monthly maintenance fee includes a face-to-face visit by a qualified professional should the collected data warrant a visit. Should the beneficiary require additional visits during the month, those visits must be conducted by a nurse, authorized by the support coordinator, and provided under Nursing Service. If the data indicates a potential emergency, the provider may dispatch a qualified professional without consultation for approval with the support coordinator; however, the support coordinator must be contacted by the next business day to request retroactive approval.

Billing for PERS or Telecare services involves an installation fee and a monthly maintenance fee. Only 1 claim for each month is allowed. Claims for the monthly maintenance fee may be span-dated at the discretion of the provider. Partial months shall not be billed.

If a beneficiary who receives PERS or Telecare service moves to a different location or changes providers, reimbursement for a 2nd installment is permissible.

Assistive devices/equipment and/or medical supplies (up to \$500) are reimbursed in the amount authorized in the POC or POC revision. The PA is released upon completion and submission of the Assistive Devices and Medical Supplies form and the approved POC or POC revision by the support coordinator.

If the assistive device/equipment and/or medical supply purchase cost will exceed \$500, OAAS RO must review and approve the purchase. The PA is released upon completion and submission

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of the Assistive Devices and Medical Supplies form and the approved POC or POC revision by the support coordinator.

Assistive devices and medical supplies procurement is reimbursed in the amount authorized in the POC or POC revision. The PA is released upon completion and submission of the Assistive Devices and Medical Supplies form and the approved POC or POC revision by the support coordinator.

Home Delivered Meals

Reimbursement for meals must not exceed the set rate. The provider uses the PA to bill for services after the meals have been delivered.

Providers may span date bill for up to a two week supply of meals.

Medically Tailored Meals (MTMs) and Nutritional Counseling

Reimbursement for medically tailored meals (MTMs) and nutritional counseling must not exceed the set rates and the 12 week maximum limits. For MTMs, the provider uses the PA to bill for services after the MTMs have been delivered to the home. For nutritional counseling, the provider uses the PA to bill for services after the counseling session occurred.

Providers may span date bill for up to a two week supply of MTMs.

Nursing Services

Providers of nursing services are reimbursed at a set rate per visit. The support coordinator will complete and submit the Nursing/Therapy Payment Authorization Form to the data contractor after verifying that the services were delivered. The PA will then be released for payment, and the provider may submit billing using the proper PA.

Skilled Maintenance Therapy

Providers of skilled maintenance therapy (SMT) are reimbursed at a set rate per visit. The support coordinator will complete and submit the Nursing/Therapy Payment Authorization Form to the data contractor after verifying that the services were delivered. The PA will then be released for payment, and the provider may submit billing using the proper PA number.

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Housing Transition/Crisis Intervention Services and Housing Stabilization Services

These services are reimbursed at a set rate and in the amount authorized in the approved POC or POC revision. The provider may bill the Medicaid fiscal intermediary using the proper PA after services have been provided.

Assistive Technology

Assistive technology (AT) services are reimbursed as noted below:

1. For the device: only the exact amount of expenditures indicated on the final approval and supporting documentation (receipts); and
2. For the procurement/set-up visit: a one-time lifetime maximum payment.

Only 1 authorization for AT services is issued. The authorization period is the effective date of the POC or POC revision request through the POC end date.

After the approved device purchases are made and the in-person set-up visit is completed, the POC or POC revision, the receipt(s) for the purchases and the “Assistive Technology Form” are sent to the data management contractor. (See Appendix B for a copy of this form).

The support coordination agency is then notified of the release of the authorization by the data contractor and can bill the Medicaid fiscal intermediary for these expenses. If the support coordination agency did not pay for the device/items, the support coordination agency shall reimburse the actual purchaser within 10 calendar days of receipt of reimbursement.

The OAAS RO, or its designee, shall maintain documentation, including each beneficiary’s AT services form with original receipts and copies of cancelled checks, as record of payment to the purchaser. This documentation is for accounting and monitoring purposes.

Billing for AT services must be completed within 60 calendar days after the set-up visit in order for the reimbursement to be paid.

Financial Management Services

Providers of Financial Management Services (FMS) are reimbursed at an established monthly rate. (See Appendix C – Billing Codes). The data contractor issues a monthly authorization to the Fiscal Employer Agent (FEA). The FEA uses the data contractor’s database to retrieve PAs, but does not

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utilize the database to document the provision of services. The FEA may bill, using the proper PA, after services are delivered.

Span Date Billing

Specific services may be billed as span-dated. Each line on the claim form must represent billing for a single date of service for those services that cannot be span-dated. The following table identifies which services can or cannot be span-dated:

Services that <u>CANNOT</u> be Span-Dated	Services that <u>CAN</u> be Span-Dated
<ol style="list-style-type: none"> 1. Environmental Accessibility Adaptation (EAA) 2. Caregiver Temporary Support Services (CTSS) 3. Personal Emergency Response System (PERS) – Installation 4. Assistive Devices and Medical Supplies -Telecare Installation, Assistive Device/Equipment Repair, Purchase and Rental, and Assistive Devices and Medical Supplies Procurement 5. Nursing 6. Skilled Maintenance Therapy (SMT) 7. Housing Transition or Crisis Intervention Services 8. Housing Stabilization Services 9. Adult Day Health Care (ADHC) 10. Personal Assistance Services (PAS) 11. Assistive Technology (AT) 	<ol style="list-style-type: none"> 1. Home Delivered Meals 2. Home Delivered Meals (including Medically Tailored Meals (MTMs) & Nutritional Counseling) 3. PERS 4. Monthly Service 5. Assistive Devices and Medical Supplies -Telecare Monthly Service 6. Monitored In-Home Caregiving (MIHC) Services 7. Support Coordination 8. Financial Management Services (FMS)

Details about when claims can be filed for individual CCW services can be found in Section 7.5 – Service Access and Authorization of this manual.