

LA.CLI.XXX Care at Home - In Lieu of Service

Effective Date: XX/XX/XXXX

Accountable Dept.: LA Medicaid Utilization Management

Reviewed Date:

Summary of Changes:

Scope:

This policy applies to all Humana Healthy Horizons® in Louisiana (Plan) associates who administer, review, or communicate covered physical and behavioral health benefits and services to eligible enrolled members.

The purpose of offering this In Lieu of Service (ILOS) is to provide members with chronic disease, who are experiencing an acute exacerbation of their illness, access to ordered treatment at their residence, through the Care at Home program offered and administered by Acadian Health as a pilot program for a limited time.

The care provided through the Care at Home program is not intended as emergency care, but as urgent care for members who are physically unable to reach their provider and may otherwise necessitate emergency transport for their care.

The Plan has determined that services provided through the Care at Home program may be medically appropriate and a cost-effective substitute for services provided by primary care providers (PCP) and urgent care service providers.

This ILOS is intended to reduce unnecessary Emergency Department utilization and hospitalizations.

This ILOS may be subject to clinical claims reviews.

Policy:

Services provided through the Care at Home program, offered and administered by Acadian Health, are covered as an ILOS for Plan members aged 13 and older who reside in parishes within Louisiana Department of Health defined region 4 and region 5 of the State of Louisiana as part of a pilot program.

Members may be referred to the Care at Home program, by their PCP, for an at home scheduled visit with a paramedic, to occur within 24 hours of referral, when a virtual care or an in-office visit is not appropriate, to address the member's health needs.

Care at Home staff will attempt to coordinate with member's PCP during visit, sharing the outcomes of the visit as well as interventions taken. Care at Home staff will document visit outcomes in their member management system. PCPs may choose to bill for a consultation.

No prior authorization is required for members to receive this ILOS.

Exclusions are as follows:

- Members aged 12 and younger
- Members with B-linkages (BH benefits only)
- Members who need treatment for behavioral health (BH) conditions
- Members who need prenatal and post-natal services

Billing Guide

Acadian Health shall bill monthly on a HCFA 1500 form in accordance with standard coding and billing guidelines.

PCPs shall bill on a HCFA 1550 form in accordance with standard coding and billing guidelines.

<u>HCPCS/CPT Code</u>	<u>Description</u>	<u>Visit Type</u>
<u>99342</u>	<u>ALS Provider (Paramedic/Licensed Practical Nurse) - Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate). Advanced Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration.</u>	<u>New Patient Home Visit</u>
<u>99344</u>	<u>BLS Provider (EMT) - Includes basic assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate) support virtual medical assessments and no medical interventions</u>	<u>New Patient Home Visit</u>
<u>99345</u>	<u>BLS Provider (EMT) - Includes basic assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate) support virtual medical assessments and no medical interventions.</u>	<u>New Patient Home Visit</u>
<u>99348</u>	<u>ALS Provider (Paramedic/Licensed Practical Nurse) - Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate). Advanced</u>	<u>Patient Home Visit</u>

	<u>Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration. (This is repetitive in provider proposal at same rates)</u>	
<u>99349</u>	<u>ALS Provider (Paramedic/Licensed Practical Nurse) - Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate). Advanced Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration.</u>	<u>Patient Home Visit</u>
<u>99350</u>	<u>ALS Provider (Paramedic/Licensed Practical Nurse) - Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate). Advanced Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration.</u>	<u>Patient Home Visit</u>
<u>99417</u>	<u>Prolonged service, per additional 15-minute increments</u>	
<u>99211-99215</u> <u>(append applicable modifier/place of service)</u>	<u>Telehealth visit</u>	<u>E&M code billed by physician collaborating care</u>

Definitions:

In Lieu of Service (ILOS) – A medically appropriate service outside of MCO Covered Services or settings (or beyond service limits established by Louisiana Department of Health (LDH) for MCO Covered Services) that are provided to enrollees, at their option, by the Contractor as a cost-effective alternative to an MCO Covered Service or setting.

References:

Louisiana Department of Health Bureau of Health Services Financing. Louisiana Medicaid Managed Care Organization Contract Attachment C: In Lieu of Services (7/1/2024). Accessed 12/27/2024.

Version Control:

12/27/2024 New Policy

Owner: Brandy Holmes

Executive Team Member: Rick Born

Accountable VP / Director: Nicole Thibodeaux

Non-Compliance:

Failure to comply with any part of Humana's policies, procedures, and guidelines may result in disciplinary actions up to and including termination of employment, services, or relationship with Humana. In addition, state and/or federal agencies may take action in accordance with applicable laws, rules, and regulations.

Any unlawful act involving Humana systems or information may result in Humana turning over all evidence of unlawful activity to appropriate authorities. Information on handling sanctions related to noncompliance with this policy may be found in the Expectations for Performance, and Critical Offenses policies, both of which may be found in the Associate Support Center via Humana's secure intranet on Hi! (Workday & Apps/Associate Support Center).