

Home Health

Home health encompasses a broad spectrum of both health and social services that can be delivered to the recovering, disabled or chronically ill person in the home environment. These services include the traditional core of professional nursing and home care aide services as well as physical therapy, occupational therapy, speech therapy, medical social services, and nutritional services. Generally, home health is appropriate whenever a person needs assistance that cannot be easily or effectively provided only by a family member or friend alone, on an ongoing basis, for a short or long period of time.

Home health care is subject to the following limitations:

- The member must be homebound, which means that leaving the home could be harmful to the member or would involve a considerable and taxing effort.
- The member's condition must be serious enough to require hospitalization in the absence of home health care.

Please call provider customer service at **1-800-322-1737** to check the member's eligibility and benefits. Home health services may need prior-authorization by Regence BlueShield's care coordinators for medical necessity. To confirm medical necessity, contact a Regence BlueShield care coordinator at **1-800-367-2766**.

Billing Guidelines

These services can be provided by any of the following professionals, if they are employees of and billed by the approved home health agency:

- Registered Nurse
- Licensed Practical Nurse
- Certified Aide
- Physical Therapist
- Occupational Therapist
- Speech Therapist
- Master Social Worker
- Nutritionist/Dietician

A written treatment plan and the signature of the attending physician must be on file at the home health agency.

A home health agency can submit claims for supplies and HME equipment that are eligible for reimbursement. The treatment plan should describe in detail the specific services to be provided to the member.

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Prior-Authorization

For more details regarding prior-authorization, please refer to the 'Care Management' section within this manual.

Home health prior authorization may be required. If during the course of treatment changes occur, notify Regence BlueShield of the changes either prior to or during the treatment course. You may call a Regence BlueShield care coordinator at **1-800-367-2766** if you have any questions.

Note: *Private duty nursing, hourly care, custodial care, and homemaker services are **not** covered benefits under most plans.*

Treatment Plan

Treatment plans and progress notes may be requested for selected members. We reserve the right to review past records and claims submissions. Regence BlueShield requires fully documented treatment plans to include:

- Appropriate and legible chart note documentation
- Physician prescription or referral

Progress reports and/or notes which support the following status of the member:

- The diagnosis or diagnoses must support the level of care provided.
- Medical necessity of the care provided must be demonstrated and may be subject to review.
- Procedures performed must be within the scope of license as defined by either the Revised Code of Washington, Washington Administrative Code, or the governing Quality Assurance Commission.

If you have questions or need assistance, please call provider customer service at **1-800-322-1737**.