HPHConnect Hospice/Respite Care Quick Reference Guide

Prior to Submitting a Hospice Services Transaction:	
1	Check member eligibility.
2.	When you are sure that you have the correct member, click on “Select” to add the member to the patient list.
3.	Check to see if a hospice/respite care authorization is already in place (See “To search for Hospice Services Transactions” below).
4.	Have your NPI number.
5.	Have the servicing provider’s NPI, which you can find via the Office Management/Provider Directory.
6.	Have the diagnosis code(s), which you can pre-select from the Office Management/Code Lookup. This is required for all hospice transactions.
7.	For procedure codes requiring clinical review, review InterQual® Smart-sheet and have responses available.

To Submit a Hospice Services Transaction:	
1.	Select the “Outpatient” tab.
2.	Complete the required information for the patient, requesting provider, and servicing provider the VNA or acute care facility.
3.	Provide contact name/number and requested service information.
4.	Supply the location, which is required for hospice/respite care service. Complete any additional optional fields, if appropriate.
5.	Complete the InterQual® Review when directed.
6.	Click on “Submit.”
7.	The response will be returned to you directly and display the status.

To Search for Hospice Services Transactions:	
1.	In patient management, select the member from the patient list.
2.	Click on the Authorizations & Notifications link to access the “Search Request” screen that will display a list of the member’s referrals/ admissions.
3.	To further sort the data on the “Service Request “Search Results” screen, click on the Modify Search and enter details to sort by.
4.	. Click on the “View” link associated with the request ID desired link in the column to access the detail of an existing record
5.	If no record exists for the service in question, click on “Add New Request” button to enter a new transaction.

Helpful Hints:	
1	* Indicates required field.
2.	To advance from field to field, use the TAB key instead of using your mouse. Do not hit “Enter” unless you need to search for the information for a field.
3.	To move the cursor back a field, use the SHIFT + TAB keys together.
4.	Approved hospice transactions will display start date and end date. The procedure code narrative describes the service authorized.

Troubleshooting Problems:	
1	If you need to navigate to a previous page, you can use the breadcrumb on the top of screen and click on the link to be transported to earlier screen. Ex: /Referral & Authorizations/Search Requests/Request Detail/
2.	If you receive the message, ”Your request has not been returned from the server. You will receive a communiqué shortly,” click your browser “Back” button to resubmit the request.
3.	If you have not used *HPHConnect* for 15 minutes, you will need to sign in again before you can create a new hospice transaction.

Harvard Pilgrim Health Care

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Prior to Submitting a Hospice Extension Request:

1	Determine if a change of procedure code, i.e., change of level of care, is needed. • If no, only one transaction is needed • If yes, two transactions are needed • The existing one must be end dated • A new one must be entered for the new level of care
2.	Check the end date of the transaction. • Edit requests can only be submitted prior to the end date • On or after the end date, submit a new request
3.	Print the approved transaction detail to keep a copy for your records of what has been authorized.
4.	Review the diagnosis code(s) to determine if any additional codes need to be submitted.
5.	If any diagnosis codes are needed, use the Office Management/Code Lookup to pre-select them.
6.	Identify the fields and data to revise, for example, the requested units, the quantity for the procedure code, the end date, etc.
7.	For procedure codes requiring clinical review, review InterQual® Smart-sheet and have responses available.

Helpful Hints:

1.	Fields that cannot be edited are "protected." Before the start date of the transaction, more fields are can be edited than after the start date.
2.	On pended transactions, the additional information segment only displays on the response detail. It does not display on the printout available via the "Print" link.

To Submit a Hospice Revision Request:

1.	Click on the "Edit" button.
2.	Enter the revised data in the appropriate fields.
3.	Click on "Submit."
4.	If the Procedure Code requires IQ review, you will be prompted to complete the IQ review after completing any edit to the transaction.
5.	The response will be returned to you directly and display the status, pended.

The Revision Request Response:

1.	All hospice transaction revision request pend for review.
2.	The "Clinical Upload" section indicates what's needed for the review of the request and the fax number of the reviewer.

To Submit the required Additional Information:

1	Print a copy of the response detail.
2.	Complete page 2 of the Universal Home Care Form.
3.	Fax the detail and page 2 of the Universal Home Care Form to the fax number indicated. When an edit request is submitted for a change of level of care, the Harvard Pilgrim case manager: • Updates the newly pended transaction with the end date requested • Creates a new hospice transaction for the new level of care with the start-date sequential to the end date of the prior transaction

Troubleshooting Problems:

1	If you need to navigate to a previous page, you can use the breadcrumb on the top of screen and click on the link to be transported to earlier screen. Ex: Referral & Authorizations/Search Requests/Request Detail/
2.	If you receive the message, "Your request has not been returned from the server. You will receive a communiqué shortly," click your browser "Back" button to resubmit the request.
3.	If you have not used *HPHConnect* for 15 minutes, you will need to sign in again before you can create a new hospice transaction.