

Intra-Facility Transfer Authorization

Unless otherwise specified, information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport ConnectSM. For UnitedHealthcare's related policies/procedures, please go to www.UnitedHealthcareOnline.com or call 800-708-4414.

Description

Intra-facility transfer is the relocation of an inpatient member to an acute care hospital's own transitional care unit (TCU), extended care facility (ECF), skilled nursing facility (SNF) or inpatient rehabilitation facility.

Action Required

All intra-facility transfers require authorization by Harvard Pilgrim prior to the transfer. When possible, authorization should be requested at least one week prior to the date of transfer to allow Harvard Pilgrim sufficient time to evaluate member eligibility, level of benefits and medical necessity.

The facility, PCP or specialist may request authorization.

If an intra-facility transfer is required outside normal business hours, the facility may initiate the transfer. Then, no later than the next business day, submit an *HPHConnect* or NEHEN transaction requesting authorization or contact a nurse care manager to request authorization. To contact a nurse care manager, call Care Management at 888-867-4742, ext. 34025.

Request prior authorization through one of the following channels:

Electronic

Submit a transaction record with required information using the *HPHConnect* or NEHEN transaction service.

- Detailed *HPHConnect* admission notification instruction are available at www.harvardpilgrim.org/providers (Refer to the user guides at *HPHConnect*/User Guides.)
- For NEHEN instructions, refer to your NEHEN documentation.

Harvard Pilgrim Response

The request pends for receipt of medical information and nurse reviewer evaluation. Evaluation is completed within two business days after receipt of medical information. The final status will be available online.

Telephone

Please contact Care Management at 888-867-4742, ext. 34025 to review the request telephonically with a nurse care manager.

Harvard Pilgrim Response

The request pends for receipt of medical information and nurse reviewer evaluation. Evaluation is completed within two business days after receipt of medical information. The decision will be communicated by fax or telephone within one business day.

Information Required

The following information is required for an intra-facility transfer request:

- Member's name and Harvard Pilgrim identification number
- Admitting physician's name and National Provider Identifier (NPI)
- Hospital name, location, and NPI
- Service(s) requested
- Diagnosis, current clinical and functional status, anticipated treatment plan
- Admission date

All requests for services must be submitted with a valid NPI for the requesting and servicing providers.

Authorization Changes

Harvard Pilgrim must be informed when any change to an authorized transfer occurs, such as a change in the authorized transfer date or a change in the level of care.

(continued)

Electronic

Edit the existing admission transaction record or submit a new transaction record, through the *HPHConnect* or NEHEN transaction service.

- Detailed *HPHConnect* instructions are available at www.harvardpilgrim.org/providers. (Refer to the user guides at *HPHConnect*/User Guides.)
- For NEHEN instructions, refer to your NEHEN documentation.

Telephone

Contact Care Management at 888-867-4742, ext. 34025 to change an existing admission authorization, or to submit a new authorization request.

PUBLICATION HISTORY

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