Skilled Nursing Facility and Rehabilitation Facility Authorization

Inpatient Skilled Nursing Facility and Rehabilitation Facility Criteria

Prior authorization is required for inpatient admissions to skilled nursing facilities (SNFs), inpatient rehabilitation facilities (IRFs), and long-term acute hospitals (LTACs).

Covered services must be reasonable and medically necessary for treatment of the member’s illness/injury, and provided by a contracted provider. Inpatient admissions are authorized only when, as a practical matter, requested services must be provided in an inpatient setting, and/or cannot be safely provided in a less restrictive, more cost effective setting. Harvard Pilgrim utilizes InterQual® Criteria as part of the prior authorization review process. For additional information, please refer to Harvard Pilgrim’s SNF and Sub-Acute and Inpatient Rehabilitation/Long Term Acute Care Medical Review Criteria (available online in the Medical Management section of www.harvardpilgrim.org/providers) and the relevant InterQual® criteria (login at www.harvardpilgrim.org/providerportal, then select Resources and the InterQual® link). A copy of the criteria may also be obtained by contacting Harvard Pilgrim’s Provider Service Center at 800-708-4414.

Action Required

Authorization should be requested prior to the date of admission (at least one week in advance when possible) to allow Harvard Pilgrim sufficient time to evaluate member eligibility.

The facility, PCP or specialist may request authorization by submitting a Post-Acute Admission for SNF, LTAC and Acute Rehabilitation Prior Authorization Request Form via the HPHConnect clinical upload/attachment function or by fax to 617-509-1147.

Harvard Pilgrim Response

The request is reviewed by a nurse reviewer, and the requestor will be contacted if additional clinical information is needed. Review is completed within two business days after receipt of the required medical information. The decision will be communicated by telephone within one business day.

If an inpatient admission occurs outside of normal business hours, the receiving facility may initiate services, but must contact the Harvard Pilgrim Triage Huntline no later than the next business day, to request authorization.

Information Required

The following information is required for a SNF or rehab request:

• Member’s name and Harvard Pilgrim identification number
• Admitting physician’s name and National Provider Identifier (NPI)
• Facility name, location and National Provider Identifier (NPI)
• Service(s) requested
• Diagnosis and clinical information
• Admission date
• Medical information

Authorization Changes

Providers must inform Harvard Pilgrim when any change to an authorized admission occurs, such as a change in the authorized date of admission or cancellation of the admission by calling 617-509-1035.

PUBLICATION HISTORY

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03/15/16 updated authorization request information; updated authorization changes information
05/03/15 updated inpatient admissions outside of normal business hours information
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