



STATE OF MARYLAND

DHMH

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Office of Health Services
Medical Care Programs

Maryland Department of Health and Mental Hygiene
201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
Rare and Expensive Case Management Program Transmittal No. 5
EPSDT: Private Duty Nursing Services Transmittal No. 13
Home Health Transmittal No. 49

November 29, 2007

To: EPSDT Private Duty Nursing Providers
Model Waiver Providers
Home Health Agencies
REM Case Management Agencies

From: *Susan J. Tucker*
Susan J. Tucker, Executive Director
Office of Health Services

Note: Please ensure that appropriate staff members in your organization are informed about the contents of this transmittal.

RE: Preauthorization of Rare and Expensive Case Management (REM) Optional Services

The procedure for acquiring preauthorization for Rare and Expensive Case Management (REM) optional nursing and home health aide/certified nursing assistant services from the Division of Nursing Services (DONS) is being revised effective January 1, 2008. This revision will streamline the preauthorization process by facilitating timely requests for authorization of services and ensuring that the procedure for the preauthorization of all services authorized by the DONS' staff is uniform. Further, this action will result in consistent procedures and requirements for the preauthorization, initiation and provision of Early and Periodic Screening, Diagnosis, and Treatment: Private Duty Nursing, Model Waiver, and REM optional services.

Specifically, effective January 1, 2008, the serving nursing agency will be responsible for obtaining preauthorization for REM optional nursing and home health aide/certified nursing assistant services **directly** from the DONS' staff by calling 410-767-1448. Preauthorization for these services must be obtained telephonically by the serving nursing agency **prior** to services being rendered. Please note that the change from written to telephonic preauthorization processing of these services does not change the parameters under which preauthorization is approved and the time periods authorized (i.e., 30 days for initial preauthorization and 60 days for ongoing preauthorization periods).

The DONS' staff will inform the REM Program's staff of all new REM optional cases initiated. The REM Program's staff will contact the REM clients' case managers to notify them that their clients have been preauthorized for REM optional services. The REM case manager will then perform an in-home assessment of the client and forward that assessment to the DONS during the initial 30-day preauthorized period. The assessment will be reviewed by DONS' staff and information obtained from the assessment will be considered and evaluated in determining ongoing preauthorization for the requested REM optional service.

Answers to some anticipated questions are provided below:

Question: What is the process for the preauthorization of REM Optional Services if the participant is discharged from the hospital on or after 1/1/08 and an on-going preauthorization existed prior to the admission?

Answer: The serving nursing agency must contact the DONS' staff for new preauthorization of REM optional services upon the patient's discharge.

Question: Who is responsible for preauthorization of a service that renews prior to 1/1/08?

Answer: The REM case manager is responsible for the preauthorization of services that renew prior to 1/1/08. For example, if the period to be preauthorized is 12/18/07 – 2/15/08, the REM case manager must submit the request. The serving nursing agency will be responsible for obtaining preauthorization prior to rendering services to the client with the renewal period effective 2/16/08.

Question: What happens if the participant changes nursing agencies during an existing preauthorization period which extends beyond 1/1/08?

Answer: If the participant changes to another nursing agency on or after 1/1/08, the new nursing agency is responsible for contacting the DONS' staff for preauthorization of REM optional services. For example, if the service is preauthorized for the period 12/15/07 – 2/12/08 and the new nursing agency is scheduled to begin services on 1/10/08, the new nursing agency must call the DONS' staff to obtain preauthorization; that is, a new preauthorization period begins.

It is extremely important that the participant's REM case manager and serving nursing agency engage in frequent communication. A list of the REM case management agencies as well as information regarding the REM client's case manager may be obtained by calling the REM Program's staff at 1-800-565-8190. All questions regarding the change in the preauthorization of REM optional services should be referred to the DONS' preauthorization staff at 410-767-1448.