

Fidelis Care Medicaid Personal Care Services (PCS):

Means some or total assistance with personal hygiene, dressing and feeding, and nutritional and environmental support functions. Such services must be essential to the maintenance of the member's health and safety in his or her own home, as determined by Fidelis Care in accordance with the regulations of the Department of Health. Services are ordered by the attending physician, based on an assessment of the member's needs and of the appropriateness and cost-effectiveness of services, provided by a qualified person in accordance with a plan of care, and supervised by a registered professional nurse.

Some or total assistance shall be defined as follows:

Some assistance shall mean that a specific function or task is performed and completed by the member with help from another individual.

Total assistance shall mean that a specific function or task is performed and completed for the member.

Continuous 24-hour personal care services shall mean the provision of uninterrupted care, by more than one person, for a member who, because of his/her medical condition and disabilities, requires total assistance with toileting and/or walking and/or transferring and/or feeding at unscheduled times during the day and night.

Fidelis Care Medicaid Consumer Directed Personal Assistance Services (CDPAS):

Means some or total assistance with personal hygiene, dressing and feeding, nutritional and environmental support functions, as well as health related and nursing tasks. Such services must be essential to the maintenance of the consumer's health and safety in his or her own home, as determined by Fidelis Care in accordance with the regulations of the State Department of Health.

Consumer Directed Personal Care Services include tasks that may be performed by a personal care aide, home health aide, or a nurse. The consumer assumes full responsibility for hiring, training, supervising, and, if necessary, terminating the employment of persons providing the services.

Fidelis Care Personal Emergency Response System (PERS):

Means telephonic communication to emergency responders when signaled by member's device in the case of an emergency. This is covered when medically necessary and is authorized in conjunction with authorized PCS services

Prior Authorizations:

Fidelis Care is responsible for coordinating, arranging, and authorizing payment to providers for the member's medically necessary covered services. Covered services are provided through a network of participating healthcare providers as listed in Fidelis Care's Provider Directory.

Initial Authorization for Personal Care Services must be based on the following:**A physician's order that meets the requirements of the DOH guidelines:**

- Downstate (NYC) DOH M11Q
- Upstate DOH 4359

Go to fideliscare.org in the Provider section under Provider Resources to obtain copies of the physician's order forms.

Physicians need to fax the completed order form to Fidelis Care at 1-877-882-5875 before an in-home assessment can be scheduled. The order needs to include the date the member was last seen by the physician, which must be within the last thirty (30) days. Once a request is made – a home visit assessment will be done to determine the level of care appropriate for the member's

need. Once services are approved, ongoing authorizations will require an updated physician’s order every twelve (12) months. Members will continue to require a physician visit within thirty (30) days of the order.

A nursing and social assessment that meets the requirements of DOH guidelines:

- UAS Assessment
- Time Task Tool

The assessing agency will upload the completed nursing and social assessment to the UAS system and fax Fidelis Care the time task tool to 1-877-433-7085 for determination.

Purpose of the assessment:

- Assess functionality in activities of daily living
- Work from primary diagnosis
- Does member need Level one (1) or Level two (2) PCS?
- A standardized tool will be used

Process:

- This assessment will be done by a registered nurse employed by Fidelis or from an agency contracted by Fidelis Care to do the assessment
- Fidelis Care will put up an authorization for this agency to do the assessment after the request is received. This is in addition to the authorization which may (or may not) be put up for the actual PCS services
- If the services are approved – an authorization will be created for the appropriate level and quantity of services. The member and provider will be notified by mail
- PCS authorizations are effective for up to six (6) months
- If denied, the member will receive a denial notice
- Determinations are based on medical necessity

Standard of Care:

Personal Care Services shall include the following two levels of care, and be provided in accordance with the following standards:

<p><u>Level I</u> Shall be limited to the performance of nutritional and environmental support functions. Nutritional and environmental support functions shall include some or total assistance with the following:</p>	<p><u>Level II</u> shall include the performance of nutritional and environmental support functions and personal care functions. Personal care functions shall include some or total assistance with the following:</p>
<ul style="list-style-type: none"> • Making and changing beds • Dusting and vacuuming the rooms • Light cleaning of the kitchen, bedroom and bathroom • Dishwashing • Listing needed supplies • Shopping for the member if no other arrangements are possible • Member's laundering, including necessary ironing and mending • Payment of bills and other essential errands • Preparing meals, including simple modified diets 	<ul style="list-style-type: none"> • Bathing of the member • Dressing • Grooming • Toileting • Walking • Transferring from bed to chair or wheelchair • Preparing of meals in accordance with modified diets • Feeding • Administration of medication by the member, including prompting the member as to time, identifying the medication for the member, bringing the medication and any necessary supplies or equipment to the member, opening the

	container for the member, positioning the member for medication and administration, disposing of used supplies and materials and storing the medication properly <ul style="list-style-type: none"> • Providing routine skin care • Using medical supplies and equipment such as walkers and wheelchairs • Changing of simple dressings
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Services include the following

	Codes and Rates Effective up to 03/31/2018			Codes and Rates Effective 04/01/2018 forward		
Service Description	Previous HCPCS Code	Previous Service Billing Units	→	New HCPCS Code	New Service Billing Units	Contract Note Regarding Change
Personal Care Assistance (PCA)						
Level I (housekeeping)	T1019	Per 15 mins		S5130U1	Per 15 mins	Code change only
Level II	T1019TG	Per 15 mins		T1019U1	Per 15 mins	Code change only
Level II	T1020	Hourly Code		T1019U1	Per 15 mins	Code and unit change
Level II Mutual Case (multiple)	T1020TT	Hourly Code		T1019U3	Per 15 mins	Code and unit change
Level II Shared Aide (up to two)	T1020TF	Hourly Code		T1019U2	Per 15 mins	Code and unit change
Level II-Hard to Serve	T1020TG	Hourly Code		T1019U4	Per 15 mins	Code and unit change
Live In Level II	T1022	Per Diem*		T1020	Per Diem	Code change only
Live In Level II Mutual Case (multiple)	T1022TT	Per Diem*		T1020U2	Per Diem	Code change only
Live In Level II - Two Client Hard to Serve	T1022TG	Per Diem		T1020U5	Per Diem	Code change only
Home Health Aid (HHA)						
Home Health Aid Services	S9122	Hourly Code		S9122	Hourly Code	No code or rate change
Consumer Directed Personal Aid Services (CDPAS)						
Consumer Direct	T1019U1	Per 15 mins		T1019U6	Per 15 mins	Code change

1 Client						only
Consumer Direct 2 Client	T1019U2	Per 15 mins		T1019U7	Per 15 mins	Code change only
Consumer Direct 1 Client Enhanced	T1019U3	Per 15 mins		T1019U8	Per 15 mins	Code change only
Consumer Direct 2 Client Enhanced	T1019U4	Per 15 mins		T1019U9	Per 15 mins	Code change only
Consumer Direct Live In 1 Client	T1020U1	Per Diem*		T1020U6	Per Diem	Code change only
Consumer Direct Live In 2 Client	T1020U2	Per Diem*		T1020U7	Per Diem	Code change only
Nursing Visits						
Nursing Assessment including PRI & Intense cases	T1001	Per Visit		T1001	Per Visit	No code or rate change
UAS Assessment	T1001TG	Per Diem*		T2024	Per Visit	Code change only
UAS Reassessment	T1001TF	Per Diem*		T2024	Per Visit	Code change only
Private Duty (LPN)- 15 Min	T1000	Per 15 mins		T1003	Per 15 mins	Code change only
Nursing Care in Home (LPN)	T1031	Per Diem		T1031	Per Diem	No code or rate change
LPN- Hourly	S9124	Hourly Code		S9124	Hourly Code	No code or rate change
Private Duty Nursing (RN)- 15 Min	T1000TG	Per 15 mins		T1002	Per 15 mins	Code change only
Nursing Care by RN in Home (including Med Prepour)	T1030	Per Diem*		T1030	Per Diem*	No code or rate change
Nursing Care by RN (including Med Prepour)- Hourly	S9123	Hourly Code		S9123	Hourly Code	No code or rate change

*For members requiring additional accommodations, and enhanced service rates, contact us at 800-688-7422.

Billing/Claims

- Claims Remittances are available through Fidelis Care's Provider Access Online. If you do not have a logon and password to access this resource, please contact your Provider Relations Representative. Remittances are also available through a HIPAA-mandated 835 Electronic Remittance Advice.
- All claims must be submitted electronically within ninety (90) days from the date of service.
- The unique payer ID for Fidelis Care - ID 11315 - is needed for all submissions. For a complete list of vendors please visit Fidelis Care's Web site at fideliscare.org.
- Obtain the status of a claim through Provider Access Online by clicking on <https://providers.fideliscare.org>

Please refer to section 12 of this manual for additional information.

Appeals and Grievance Reconsideration Process:

Please refer to section 13 of this manual for additional information.

Quality Assurance:

Please refer to section 10 of this manual for additional information.

Provider Credentialing and Termination:

Please refer to section 9 of this manual for additional information.

Retention of Medical Records

For additional information, please refer to section 7 of this manual.

Confidentiality

For information, please refer to section 3 of this manual

Fidelis Care at Home MLTC

For information, please refer to section 22B