

Hospice Providers

Screening and Admission

Hospice providers will:

- Provide screening of Harvard Pilgrim Health Care members in any setting; screening, admitting and discharge capabilities 7 days a week, 365 days per year
 - Inform the referring agent within two (2) hours of the request whether or not the screening can be completed as requested
- Accept terminally ill Harvard Pilgrim Health Care members who have not executed a “Do Not Resuscitate” order, and those who are receiving Palliative Therapies including chemotherapy and/or radiation therapies
- Complete the initial assessment visits within 24 hours of the referral though, if necessary, the hospice provider may be requested to provide screening within the same business day
 - Within 24 hours of completing the screening assessment, the hospice provider will inform the referring agent and Harvard Pilgrim Health Care care manager/designee of their decision to accept or deny the admission, including the provider’s ability to render necessary services, a description of the services to be provided, and the date/time that hospice care will be initiated

Expectations of Care

Hospice providers will:

- Complete an initial plan of care within twenty-four (24) hours of initial screening. The initial plan of care will include a comprehensive assessment of the Harvard Pilgrim Health Care member’s:
 - Physical status and current functional level
 - Home environment and safety
 - Equipment/DME and medication needs
 - Family/caregiver supports
 - Community supports including transportation needs

Note: Medical supplies and appliances including drugs and biologicals will be provided as needed for the palliation and management of the terminal illness and related conditions.

- Ensure the availability and competence of appropriate clinical staff and resources to provide needed services including:
 - Basic infusion therapy
 - Inpatient care in a facility that meets “Medicare Conditions of Participation” for hospice providers for:
 - Pain and/or symptom management that cannot be safely provided or managed in the home
 - Respite care
 - Ability to confirm/pronounce the member’s demise within one (1) hour of being called to the member’s residence

Note: The hospice provider retains responsibility for appropriate training of the inpatient personnel who provide care under the agreement.

- Determine, in collaboration with the Harvard Pilgrim Health Care care manager/designee, the appropriate method and frequency of case review after the initial evaluation has been completed.
 - Clinical information required (by Harvard Pilgrim Health Care) to make a determination of medical necessity must be provided within 48 hours of the Harvard Pilgrim Health Care care manager/designee's request.
- Inform the Harvard Pilgrim Health Care care manager/designee of any significant change in the member's status or condition including:
 - Revisions to treatment plan/goals
 - Member/family decision to de-select hospice services, and reason(s) for de-selection
 - Upon request, the hospice provider must provide a copy of any revocation letter signed by the member
 - Member is leaving the enrollment area
- Obtain prior authorization for hospice services, and any service not included in Harvard Pilgrim Health Care's per diem rates.
- Promptly report to the Harvard Pilgrim Health Care care manager/designee (as appropriate) any unusual incident affecting the health or safety of a member. Reportable incidents include, but are not limited to:
 - Any change in therapy or therapy administration not ordered by the physician
 - Adverse reactions to therapies or method of therapy administration
 - Situations in which the member did not receive ordered medication or therapy, or the correct medication or dose of medication, including any error in labeling
- If requested by Harvard Pilgrim Health Care care manager/designee, the hospice provider will provide copy of hospice medical record within forty-eight (48) hours.
 - Copies of the medical record must be made available within twenty-four (24) hours, seven (7) days per week for members requesting expedited appeals decisions.
- Notify the Harvard Pilgrim Health Care care manager/designee if a member decides to obtain hospice care from a different hospice provider.
 - Notification will include the name of the new hospice provider and the effective date of the change.
- Notify the Harvard Pilgrim Health Care care manager/designee within twenty-four (24) hours of the member's death.
- Provide bereavement services to the member's family/caregiver(s) for up to one year following the member's death.

Hospice Provider Requirements

Harvard Pilgrim requires that hospice providers allow Harvard Pilgrim to use practitioner performance data (such as quality, cost, resource use, or utilization information) as is required by the National Committee for Quality Assurance (NCQA).

PUBLICATION HISTORY

10/15/09	reviewed
06/15/13	added NCQA practitioner performance data requirement information
01/01/23	reviewed