

Non-Routine Newborn Care (Level II – IV)/ Neonatal Intensive Care Admission (NICU) Notification

Neonatal Intensive Care Unit Admissions

Harvard Pilgrim requires notification from facilities/service providers for non-routine newborn care (Level II – IV) and **ALL** NICU admissions.

Harvard Pilgrim partners with Progeny Health to promote health outcomes for newborns who are premature and have medically complex cases. Progeny Health's neonatologists, pediatricians, and neonatal nurse case managers work closely with neonatal intensive care unit (NICU) physicians, nurses, and facilities to perform utilization management, review of level of care, and conduct discharge planning for babies receiving NICU care. Progeny Health leverages InterQual® Acute Pediatric Level of Care Criteria; for more see the Inpatient Acute Level of Care Medical Necessity Guidelines.

Action Required

- Notification is required for non-routine newborn care (Level II-IV), including ALL NICU admissions.
- Please refer to the Notification Policy for definitions of "timely notification."
- If the child does not have an active member ID, you must either call (800-708-4414) or fax (800-232-0816) Harvard Pilgrim's Referral/Authorization Unit.
- If the child has an active member ID, notification may be communicated through one of the following channels:

Electronic

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

- Detailed *HPHConnect* instructions are available at www.harvardpilgrim.org/providers.
(Refer to the user guides on the Point32Health provider website at www.point32health.org/provider/training/provider-training-guides/)
- For NEHEN instructions, refer to your NEHEN documentation.

Harvard Pilgrim Response:

An immediate confirmation is available online.

Fax

Fax required information to Harvard Pilgrim.

- **Fax:** 800-232-0816

Harvard Pilgrim Response:

Harvard Pilgrim will update the system and confirm via fax or phone within two (2) business days.

Information Required

The following information is required for notification of a NICU admission.

- Harvard Pilgrim identification number for the subscriber and/or newborn along with the member's name
- Newborn's date of birth
- Admitting provider's name and National Provider Identifier number (NPI)
- Hospital's name, location and National Provider Identifier (NPI)
- ICD-10 code and description
- Service requested (i.e., admission, procedure, etc.)
- Admission date (must be the actual date the newborn was admitted to inpatient status)

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

PUBLICATION HISTORY

02/15/17	original documentation
03/01/18	reviewed; no changes
03/29/19	administrative edit to Action Required section
06/03/19	added Progeny Health information
11/01/24	updated Action Required section to remove phone number; administrative edits