

Notification Policy

Unless otherwise specified, information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport ConnectSM. For UnitedHealthcare's related policies/procedures, please go to www.UnitedHealthcareOnline.com or call 800-708-4414.

Services That Require Notification

(See grid below for timely notification requirements)

Harvard Pilgrim requires notification from facilities/service providers for inpatient and Surgical Day Care (SDC) admissions, emergency inpatient behavioral health admissions, non-routine newborn care (level II – IV) and Neonatal Intensive Care Unit (NICU) admissions, outpatient functional therapies (i.e., physical, occupational and speech/language therapies), sleep therapy equipment, partial hospital programs (PHP), and intensive care coordination (ICC).

Failure to Notify

Harvard Pilgrim may apply financial penalties to facilities and other servicing providers for non-compliance with requirements set forth in this notification policy. Failure to comply with Harvard Pilgrim's notification requirements — including providing notification after the member has been discharged from the facility — will result in an administrative denial of the claim payment. Members cannot be held liable for claims denied for failure to notify. Facilities/services providers cannot hold members liable for claims denied or penalties applied due to failure to comply with this notification policy.

Inpatient Admissions Financial Penalties

For late notification for inpatient urgent/emergent admissions, occurring after the time frames provided below but while the member is still admitted and receiving medically necessary care, the following penalties apply:

- A reduction of up to 25% for admissions reimbursed under diagnosis related grouping DRG payment methodologies.
- The inpatient claim may be prorated and reimbursed for only the days in which notification applied for per diem payment arrangements.

Notification to Harvard Pilgrim Health Care

The servicing provider (usually the hospital/facility) is responsible for notifying to Harvard Pilgrim:

- When a member is admitted to the hospital on an emergency basis, including inpatient admission from the emergency room and emergency in-patient behavioral health admissions
- When a member in observation status changes to inpatient admission
- When a newborn receives non-routine newborn care (level II – IV) or is admitted to the NICU. Notification is required for **ALL** NICU admissions
- Prior to an elective inpatient admission
- When a facility receives a post-emergency room transfer
- When surgical day care results in an inpatient admission
- When outpatient functional therapy treatment is initiated (after an initial evaluation)
- When any change (e.g., diagnosis, procedure, date of service, etc.) related to a previous notification is made

Timely Notification Requirements for timely notification:

Service	Notification Requirement
Urgent/Emergent Admission (Medical and Behavioral Health)	Two business days following admission for medical services Behavioral health: Urgent/emergent acute behavioral health admissions must be reported within 72 hours by facilities in Massachusetts. In all other states urgent/emergent acute behavioral health admissions must be reported within two (2) business days by facilities. <i>Admission from an emergency department to acute inpatient care, does not require prior authorization.</i>
Non-Routine Newborn Care (Level II-IV)/ Neonatal Intensive Care Unit Admission	Two business days following admission
Elective Inpatient Admission	At least one week prior to the date of service
Outpatient PT, OT, ST Therapy Treatment (following initial examination)	Up to the date of service or no later than the next business day
Sleep Therapy Equipment	At least one week prior to the date of service
Partial hospital programs (PHP)	After the first day/visit of treatment
Intensive care coordination (ICC)	Within three (3) business days of intake

Notification does not guarantee payment by Harvard Pilgrim Health Care. Only claims for services that are covered under eligible members' benefit plans are reimbursed. Refer to the [Prior Authorization Policy](#) for specific information about services, drugs, devices, and equipment that require prior authorization, and are subject to clinical review (to determine medical necessity).

Related Information

[Referral, Notification & Authorization](#)

- [Prior Authorization Policy](#)
- [Elective Admission Notification Policy](#)
- [Emergent Department/Urgent Admission Notification Policy](#)
- [Non-Routine Newborn Care \(Level II – IV\)/Neonatal Intensive Care Unit \(NICU\) Admission Notification Policy](#)
- [Non-Invasive Airway Assist Devices \(CPAP, APAP, and BiPAP\) and related Sleep Therapy Supplies Policy](#)

PUBLICATION HISTORY

01/01/12 removed First Seniority Freedom information from header

02/15/17	added NICU admission notification information
06/15/17	added sleep therapy equipment to services that need notification and to timely notification grid; added <i>Non-Invasive Airway Assist Devices (CPAP, APAP, and BiPAP) and related Sleep Therapy Supplies Policy</i> to related policies section
03/01/18	reviewed policy; administrative edits
12/03/18	reviewed policy; administrative edits
06/01/22	reviewed policy; added information on penalties for late notification
01/01/23	reviewed; no changes
09/01/23	updated for behavioral health insourcing effective on 11/01/23