

2010 BWC Policy Alert

Managed Care Organization Policy Flash

January 2010

Alert # 01-2010-02: MCO Medical Management of Home Health Agency Services

Reference Policy: MCO Medical Management Responsibilities MCO PRG, Chapter 3 Home Health Agency Services; OAC Rules 4123-6-38 (C)(3)

Location <http://www.ohiobwc.com/downloads/blankpdf/MCOPolicyChapter3.pdf>; <http://www.ohiobwc.com/provider/services/meddocumentpolicy.asp>; <http://codes.ohio.gov/oac/4123-6-38>

Purpose

This alert clarifies expectations and reimbursement of home health care aide/assistant services. This includes what services are appropriate, who can request these services and the appropriate documentation of the services.

Issue

An audit finding shows that health-care aides have performed inappropriate services. In addition, the audit revealed the services did not generally reflect the request of a physician of record (POR) or treating provider. Also, the audit found numerous documents, which were illegible and lacked appropriate details. Managed care organizations (MCOs) have reimbursed for inappropriate services in contrast to the standards of acceptable, valid approved services. The MCO must review and reconcile payment for approved services against actual service provision documentation.

Per Ohio Administrative Code (OAC) 4123-6-38 (C) (3), home-health aide or attendant services may be approved if the injured worker cannot independently perform his/her activities of daily living. This includes, but is not limited to, feeding, bathing, dressing, providing personal hygiene care and transferring from bed to chair. We do not consider the performance of household maintenance, including care or upkeep to the inside or outside of the residence and personal household or family duties, including but not limited to, meal preparation, running personal or family errands, pet care or child care activities, etc. to be nursing related services. This includes, but is not limited to, meal preparation, running personal or family errands, pet care or child care activities, etc. Thus, we will not reimburse for these services.

The POR or treating provider must make requests for home-health aide services. Each request shall include the specification of the home health-care service needs of the injured worker.

The MCO is responsible for making sure the services requested coincide with the documentation of the details of services rendered in all cases. The MCO is responsible for obtaining legible and detailed documentation of services rendered to ensure they remain appropriate under the rules mentioned above.