

## Frequently Asked Questions for Case Managers and Consumers

### PDN Q & A

The following includes some of the common questions about providing PDN and the answers to those questions.

1. Q. May the provider bill for the time the nurse spends traveling to and from my home?
  - A. No, you may not bill for travel time. The cost of travel is part of the overhead costs for providing the service.
2. Q. An LPN is providing the service. May the LPN bill for the RN's time supervising the LPN?
  - A. No, they may not bill for supervisory time. The cost of supervision is part of the provider's overhead costs for providing the service.
3. Q. May a nurse accompany a consumer to activities outside of the home?
  - A. Yes, the nurse may accompany the consumer when the consumer's normal life activities take the consumer outside of the home.
4. Q. May the nurse go to school with the child?
  - A. Only if the IEP states that a skilled nurse is needed at school and the provider has a contract with the school to provide services. This benefit is separate from the State Plan PDN authorization.
5. Q. If we receive prior approval for PDN effective 5/15, but later discover that the consumer is not eligible for Medicaid until 6/3, may the provider bill for services beginning 5/15 based on the prior approval?
  - A. No, the prior approval authorizes service delivery only. It does not guarantee a consumer's Medicaid eligibility.
6. Q. A consumer is taken to the hospital emergency room and later admitted. The family asks the PDN nurse to stay with the consumer at the hospital. May the provider bill for the nurse's time at the hospital?
  - A. No. PDN is not covered while a consumer is being observed or treated in a hospital, including the emergency room. The hospital/facility is being reimbursed by Medicaid for the consumer's care.
7. Q. A physician has asked our nurse to provide PDN for consumers in nursing homes and rest homes. May these consumers be considered for PDN?
  - A. No. A consumer must live in a private residence to receive PDN. Consumers in adult care homes such as rest homes, group homes and family care homes as well as consumers in nursing facilities, ICF/MRs and other in patient facilities

are not eligible.

8. Q. A. Our child needs 12 hours of skilled nursing care a day. Would it be appropriate to have one home health skilled nursing visit and 10 hours of PDN?

A. No. A home health visit is for a nurse to accomplish specific tasks, not for continuous nursing care. The 12 hours should be provided as PDN.

9. Q. A. We would like to go on vacation out of town for the week and have asked the nurse to go with them. Would this be allowable?

A. In certain circumstances this would be allowable. As long as the state allows a nurse from another state to practice and the nurse would not take care of other patients while there. The nurse must not go over authorized hours.

10. Q. Can a nurse work longer than 12 hours per visit?

A. Only in an emergency. For example, if a nurse's shift is scheduled to end at 8:00 pm. and the nurse that is there to relieve the nurse does not show, then the nurse can stay until the back up plan can be used. There should never be any instance where the nurse would be scheduled for greater than a 12 hour shift on a routine basis.

11. Q. We were under a Managed Care Plan and our child was disenrolled without my knowledge. Would I automatically switch to State Plan PDN?

A. You are not automatically switched to State Plan PDN. You must notify ODJFS immediately and ask your provider to submit the Managed Care Plan's current authorization (on their letterhead) along with the current 485 and the PDN request form. You may be issued a temporary authorization number once all the proper forms are received until the face to face assessment can be completed. Please remember it is the provider's responsibility to verify eligibility every month. If there is no current authorization from the MCP, then the provider would be delivering services without an authorization.

12. Q. Can more than one provider care for a consumer?

A. Yes, but each provider must submit their own PDN request and have their own PA number.

13. Q. My child's needs are less than 4 hours per visit. Can they still receive skilled nursing care?

A. Yes, it would be under the State Plan Home Health Service benefit for intermittent services for 14 hours per week. There is no prior authorization requirement, only a medical need and a doctor's order. Consumers under 21 years of age may qualify for more intermittent hours under the Healthchek benefit. This would also require an assessment by CareStar for a comparable institutional LOC if the consumer is not on a Level One or I/O waiver. Eligible providers are Medicare Certified Home Health Agencies only.

14. Q. What are the requirements if the consumer is on a Level One, I/O, or PASSPORT waivers?
- A. The PDN request MUST come from the case manager. The provider must contact the case manager and ask that the request be submitted to ODJFS in their name. Any other changes, recertification requests, etc. must also come from the case manager.
15. Q. How would I know who the case manager is?
- A. You may contact the local county board of DD or ODA to find out the case manager's name.
16. Q. Who is the case manager for the State Plan PDN if the consumer is not on a waiver?
- A. The State Plan services are not case managed, and as such, does not develop an All Service Plan (ASP).
17. Q. My child is being discharged from the hospital after a greater than 3 night stay and would need more than the 56 hour per week of skilled nursing. What do I need to do?
- A. As soon as possible would need to submit a PDN request to ODJFS along with a letter from the doctor which would address the current diagnosis, history of illness, projected date of hospital discharge, estimated amount/frequency of services, and expected nursing intervention. Once all documentation is received a temporary PA may be issued until the face to face assessment can be completed.
18. Q. My provider is telling me that they are not being paid for the services they have provided. Who can assist me with this?
- A. First ensure that your provider has a valid and current PA number for your consumer. You may instruct them to check the MITS system for their authorization number. Then make sure they or their billing agency have submitted all the claims information correctly. They may call the claims department for this at 1-800-686-1516.
19. Q. My provider called me and said that they forgot to submit a PDN request prior to the end of the PA period. Will they still be permitted to work?
- A. To ensure a timely assessment for the continuation of PDN Services and uninterrupted consumer care, the PDN service request form must be submitted at least 15 days prior to the expiration date of the current Prior Authorization (PA) period. If the form is not submitted by the deadline, your child will experience a lag in PDN services. If your provider has not received a new PA number by the deadline, they may not continue to provide and bill for services. All requests for continued services sent in after the PA has expired, will result in the new authorization period (if applicable) being started after the request has been received.

20. Q. What happens if my child would need more hours than what was authorized?
- A. Contact your provider and request that a PDN request be submitted for a request for a change in the hours. This is found on page 2 of the PDN request form. Please make sure your provider include the reason for the request and justification for the increase along with supporting verifiable documentation. Depending on what is submitted a desk review or another face to face assessment may be required.
21. Q. My provider says they faxed in the PDN request to your bureau and they haven't heard anything yet about an authorization. What should they do?
- A. The Ohio Department of Job and Family Services (ODJFS) is implementing the new Medicaid Information Technology System (MITS) and MITS Web Portal on August 2, 2011. As a result, effective August 2, 2011, ODJFS can no longer accept Private Duty Nursing (PDN) prior authorization requests in paper or e mail format. For information about how to set up an account and submit your PA through the web portal, please go to the JFS MITS website <http://jfs.ohio.gov/mits/>.