



**\*Please share this information with your billing and other staff as appropriate\***

May 18, 2018

Dear Supportive Home Care Provider,

Over the last several months Inclusa has been working to align our business practices across the organization with a goal to establish consistent processes and provider expectations for each contracted service.

In February 2018, we had the pleasure to meet with a group of providers from across the state to discuss some of these prospective details and opportunities for change related to Supportive Home Care (SHC). The group identified service cost drivers and offered feedback on potential areas for improvement. We listened, we learned, and we acted. Based on the information obtained from these conversations, we will be implementing the following changes to SHC authorizations to align with our business system transition on July 1, 2018:

- Alignment of service codes
  - Codes that were previously separated under SPC 104.30 attendant care, companion care, homemaker services, supervision services, etc., will now be authorized as one common code (S5125) under SPC 104.30
  - SHC-Intensive Care, Chore Services, and SHC-Daily will continue to be authorized using procedure code S5121 and SPC 104.00 for per diem or per visit services. SPC 104.30 with procedure code S5120 will continue to be used for 15 min services.
- Authorization of mileage with or for the member during time of SHC
  - SHC Providers will be reimbursed for mileage for SHC and/or SHC-intensive care services when transportation is needed with the member in the vehicle or for the member such as running an errand.
  - We will be authorizing mileage starting at mile one (1) at a rate of \$0.41 per mile.
  - SHC mileage will be authorized under SPC 107.21 using procedure code S0215, RI, U9

The update to the service codes will take effect July 1, 2018.

The update to mileage will be effective starting July 1, 2018 for **all new referrals**. For members with existing authorizations, changes will be made as part of the members' service review cycle. We anticipate this will take six (6) months to review all current member services for all SHC providers.

If you have any questions related to these changes, please feel free to contact your Community Resources and Provider Relations (CR/PR) representative at any time. As always, we thank you for your continued support of Inclusa members and your ongoing partnership!

Regards,

Karla Lubinski, CR/PR Regional Director

Linnea Fiser, CR/PR Regional Senior Manager

