

Health Partners Plans (HPP)

Shift Care Reporting

October 30, 2018 | 12:30 to 1:30 p.m.

Partners

HPP enjoys a close partnership with the Home Health Agencies that provide Pediatric Shift Care to our members.

1. Quality care to our pediatric members
2. Compassionate support for families
3. Detailed, accurate and timely reporting
4. Communication

DHS monthly report

- DHS requires HPP to submit a monthly report every month that details staffing for all approved Shift Care.
- Report needs to be accurate and needs to use DHS' reason codes correctly.
- HPP's Special Needs Care Coordinators need to follow-up with families regarding all missed shifts in effort to remedy any staffing issues.

Ensure compliance

- HPP needs an accurate report submitted by Wednesday of every week – reporting the staffing and any missed shifts of the previous week.
- Must document on the OPS 8 Template provided by DHS.
- Must submit to dedicated email: missedshifts@hpplans.com

HPP follow-up

- HPP's Shift Care Coordinator reports all missed shifts and the reason(s) provided by the agency to the SNU Care Coordinator.
- SNU Care Coordinator will follow up with the family.
- Staffing and missed shifts must be reported weekly to allow Care Coordinator time to reach families for follow-up.

Agencies are requested

- Submit every week's staffing / missed shift report by Wednesday of the following week.
- Submit last week's staffing, including a partial week by the first Friday of the new month.
- Use reason code correctly and provide short explanation for each missed shift.
- Agency representative submitting report and their supervisor's name and contact phone number should be provided on each report.

DHS reason codes

Reason codes	Enter the number of authorized hours missed in the column for the appropriate reason code.
UN	Agency is unable to staff the case—or unable to staff a specific shift.
NA	The assigned staff could not cover the shift because of illness or some other reason. No replacement available.
H	Shift did not need to be covered because the member is in the hospital.
FR/FD	The family refused the services that were offered (including a replacement nurse) / Family deferred the scheduled hours so they can be provided at a different time.
OA	A different agency provided the services.
PI	Private insurance is covering these hours.
Dates and Hours Not Covered	Enter a listing of: <ul style="list-style-type: none"> • Exact dates and hours of missed shifts • Explanation of why the hours were missed

Split shifts—cross coverage

- Require a consistent, clear pathway of communication between both agencies and HPP, and family, if hours assigned to agency #1 are to be covered by agency #2.
- For hours approved with agency #1 that are going to be covered by agency #2—agency #1 needs to report weekly using the OA reason code.
- Agency #2 is then responsible to cover those hours. If for any reason they cannot, agency #2 will need to report on those hours using appropriate reason key and detailed explanation so that HPP can follow-up.

Communication

- HPP will contact agencies to address conflicts from agency's report with outreach to family.
- Please respond to these messages promptly as the DHS report is time sensitive.
- If agency has any change affecting staffing, including plan to discharge a child from care, please email this information to the missed shift email address. (missedshifts@hpplans.com)
- Agency should also notify child's doctor and advise family to follow-up immediately with their SNU Care Coordinator.

Agency staff completing reports

- HPP requests that all agencies make sure the staff completing the weekly reports understand the importance of timely submission ***every week.***
- Include all HPP children that they are authorized for shift care services. Do not forget new kids!
- Provide accurate reporting of hours, reason codes and brief explanation for all missed shifts.
- Be available for follow-up of conflicting information. Return calls promptly.

HPP contacts

- If you have any questions, please contact the Provider Services Helpline at **1-888-991-9023** (M-F, 9:00 a.m. to 5:30 p.m.).
- Ancillary Services Medicaid Manager:
 - **Margaret Liberty (215 991-4089)**
- Shift Care Coordinator:
 - **Janice Velazquez (215-845-4860) ext. 2319**

Questions?