![Northern Light Health | Optum]

From the Office of Clinical Informatics
Physicians, APNs, and PAs Newsletter
"AMBULATORY"

Volume 1, Issue 82   **March 2024**

Referrals to Home Care and Hospice

For a referral to be accepted for Home Care & Hospice (HC&H) services, certain requirements must be met:

- Face to Face visit requirements
    - Encounter note:
        - Related to primary reason the patient requires HC&H services
        - Signature (written/electronic) by an allowed provider (MD, DO, NP, PA) and include the date the encounter took place
        - Encounter supports the need for requested skilled services
        - Documentation supports homebound status if required by payer
- Patient must be seen by a provider 90 days prior to the start of home care or within 30 days after the start of care
- Primary Diagnosis for HC&H needs to be acceptable and supported
    - Examples of acceptable diagnoses
        - Wound/Tumor/Ulcer - Laterality, location, cause, stage
        - Pain – cause (trauma, cancer, surgery), chronic/acute, location
        - CVA/TIA – must be residual effect and documented as caused by the CVA or TIA
        - Dizziness/Confusion – Cause, laterality, specific type
        - Weakness/Falls/Abnormal Gait – requires specific diagnosis causing symptom
    - Examples of unacceptable language
        - Probable
        - Unspecified
        - Suspected
        - Rule-out
        - Questionable
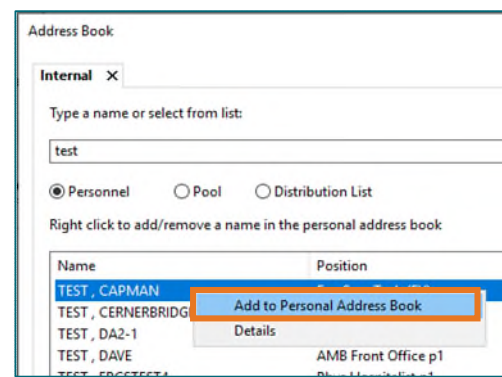   - Working
        - Pre-op diagnosis
        - History of

Creating & Managing Personal Address Book

Creating favorites for users and pools in personal address book helps with quicker access when sending messages in Message Center. Click here to review the flyer for complete management of personal address book.

Open Items Reminder

You can view **Open Items** which displays unfinished tasks for a patient's visit. **Open Item** tasks display the appointments in sections of Today, Yesterday, 2 days ago, and More than 2 Days Ago.

➢ **Outstanding Actions**

- Charges for visit
    - Charge Not Started
    - Charge Completed
- Documentation for visit
    - Note Not Started
    - Note Saved
    - Note Completed

NOTE: Make sure to update the Date of Service for the appointment under the appointment column.

Click here to review the flyer on Ambulatory Organizer.