

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

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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.

