

IEHP Skilled Nursing Facility In-Service

March 19 & 20, 2014

Follow-up Question and Answer

Thank you for attending the IEHP Skilled Nursing Facility in-service held on March 19 and 20 at IEHP. Both sessions were very participatory with a lot of Q&A. Below we have highlighted some of the questions to provide a clear response.

1. Is IEHP able to provide the share of cost amount or does the facility obtain that information from the State?
Answer: The facility will need to go to the State for that information.
2. Will the Provider Dispute Resolution Form (PDR), be available electronically?
Answer: Not currently. It should be available in about six months. We will notify the facilities when this is available on the web.
3. When is the authorization status posted on the IEHP website?
Answer: Within two business days of the face sheet being received. Please fax face sheets to 909-890-5528.
4. Does IEHP require a prior authorization with a physician order for bed holds?
Answer: Yes. Bed holds need to have prior authorization with a physician order.
5. Do all skilled patients require a weekly authorization?
Answer: The great majority of skilled members will require a weekly authorization. If a skilled patient does not require a weekly authorization, the authorization date will be extended out for an additional period.
6. How often will custodial patient authorizations be authorized?
Answer: The great majority of custodial authorizations will be monthly to quarterly. Depending on the patient's condition, authorizations may be extended out to six months to a year.
7. When will the SNF Initial & Follow Up forms be available online?
Answer: They are currently available now and the interactive form can be completed online, printed, and then faxed to IEHP to 909-890-2551. They are located under the Provider section, Forms, UM Forms or at <https://ww3.iehp.org/en/providers/forms/um-forms/>
8. Does IEHP require a Notice of Discharge for a Medi-Cal SPD patient?
Answer: No, not for Medi-Cal patients. This is for Medicare patients only.
9. Do patients returning to the facility after an acute stay require an authorization upon readmission to the facility?
Answer: Yes. IEHP patients returning to the same facility will require a new authorization.
10. What is IEHP's turn-around time once reviews are received?
Answer: Please check the IEHP website within two business days of reviews being received. If you have further questions, please contact the Care Manager assigned to your facility.
11. For the Medi-Cal co-insurance on a skilled stay, will IEHP reimburse the full Medi-Cal co-insurance?
Answer: Yes. IEHP will reimburse the full Medi-Cal co-insurance on a skilled stay for a dual member with IEHP.
12. Can a facility bill the Medi-Cal co-insurance electronically?
Answer: Medicare does not automatically send cross over claims to IEHP. As a result, you must submit a paper claim and include a copy of the Medicare Remittance Advice with each dual eligible claim.

13. How will a facility be notified that a patient is a member of IEHP?

Answer: The State eligibility system will tell you the patient is now an IEHP member.

14. Does a facility have to get prior authorization to send a patient out for a 5150?

Answer: No. A 5150 is an emergency and the facility must do whatever is necessary to treat the patient.

15. If a custodial patient needs some Part B services will IEHP authorize, and how will the facility get reimbursed?

Answer: Yes. The Members assigned IPA or IEHP will authorize. The facility will get reimbursed at contracted rates if the vendor or facility has a contracted rate with the payer for the service provided. If there is not a contracted rate, the service will be reimbursed at 80% of Medicare or 100% of Medi-Cal as applicable. IEHP does not require an authorization for routine lab and x-ray including ultrasounds.