



NC Department of Health and Human Services
Private Duty Nursing (PDN)
Stakeholder Session

Long-Term Services and Supports
Dec. 17, 2020

Agenda

- **Welcome and Introductions**
- **Managed Care Updates**
- **PDN Policy Update**
- **Quality Improvement Initiatives**
- **PDN Reminders**
- **General Information**
- **Q & A**

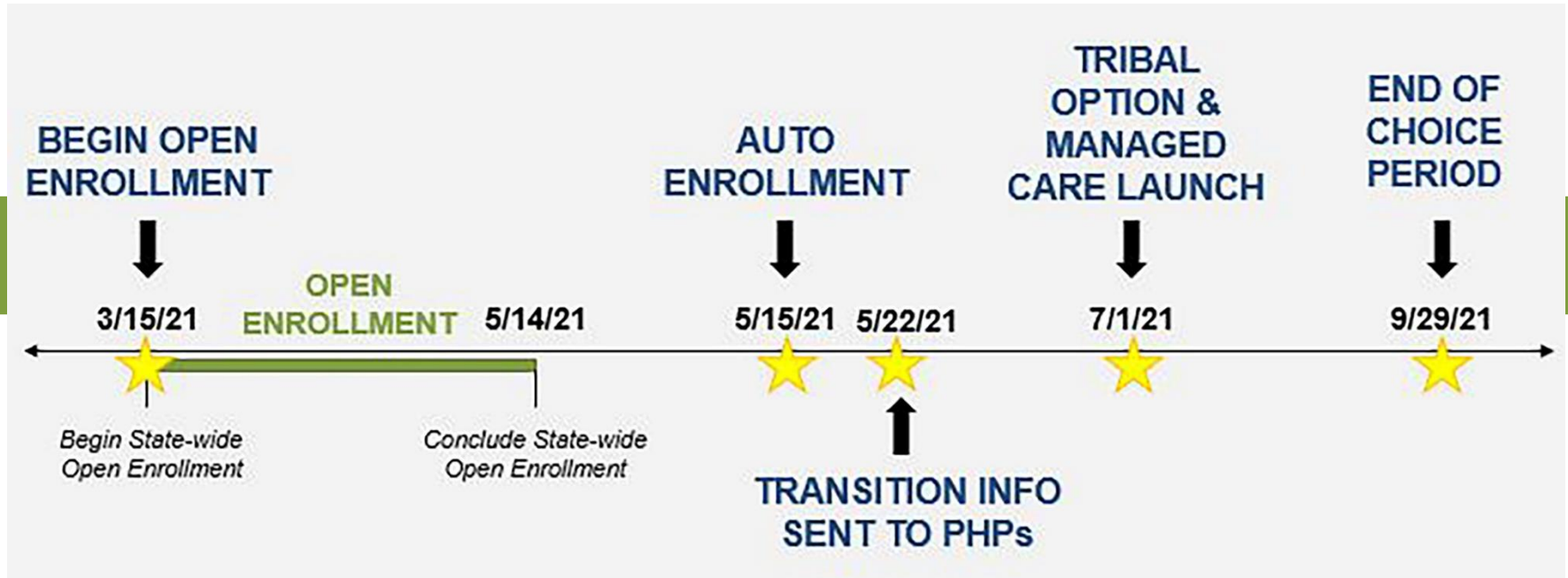


Managed Care Updates

Moving to NC Medicaid Managed Care – July 1, 2021

- **1.6 - 1.8 million Medicaid beneficiaries will enroll in Standard Plans.**
- **Beneficiaries will be able to choose from FIVE Prepaid Health Plans (PHPs) or the Eastern Band of Cherokee Indians (EBCI) Tribal Option.**
 - AmeriHealth Caritas
 - Healthy Blue
 - United HealthCare
 - WellCare
 - Carolina Complete Health (Regions 3, 4, 5)
- **All health plans in all regions will go live on July 1, 2021.**
- **Some beneficiaries will stay in fee-for-service (NC Medicaid Direct) because it provides services that meet specific needs, or they have limited benefits.**

Key Dates for Transitioning to Medicaid Managed Care



Webinar Series for Medicaid Providers and Practice Leaders

Bi-monthly evening webinar series to increase engagement with providers, practice managers and quality managers.

TOPICS:

- 1.** Medicaid Managed Care
- 2.** Quality & performance on clinical criteria



More Information is available:

[New Webinar Series for Medicaid Providers and Practice Leaders](#)

For more information:

Please refer to NC Medicaid Bulletin

Medicaid Managed Care Provider Update

Posted Tuesday, Nov. 17, 2020

Additional information for providers will
be published in future Medicaid Bulletins.

PDN Policy Update

Private Duty Nursing (PDN)

Proposed Revision:

**3G-1 Private Duty Nursing for
Beneficiaries Age 21 and Older:
Section 3.3 Health Criteria**

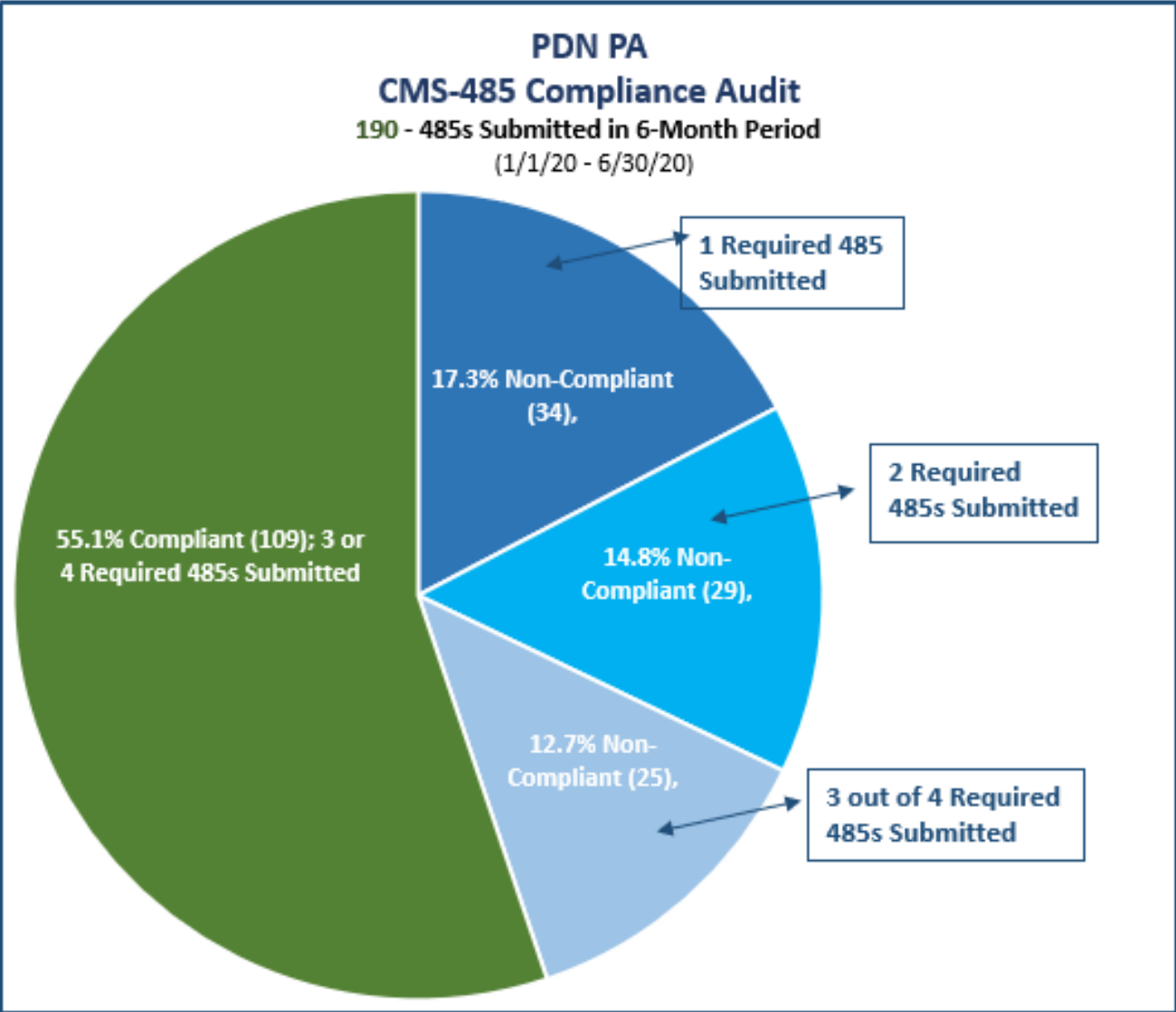
Options to marginalize the policy based on current or innovative standards of practice.

Quality Improvement Initiatives

Quality Improvement Initiatives

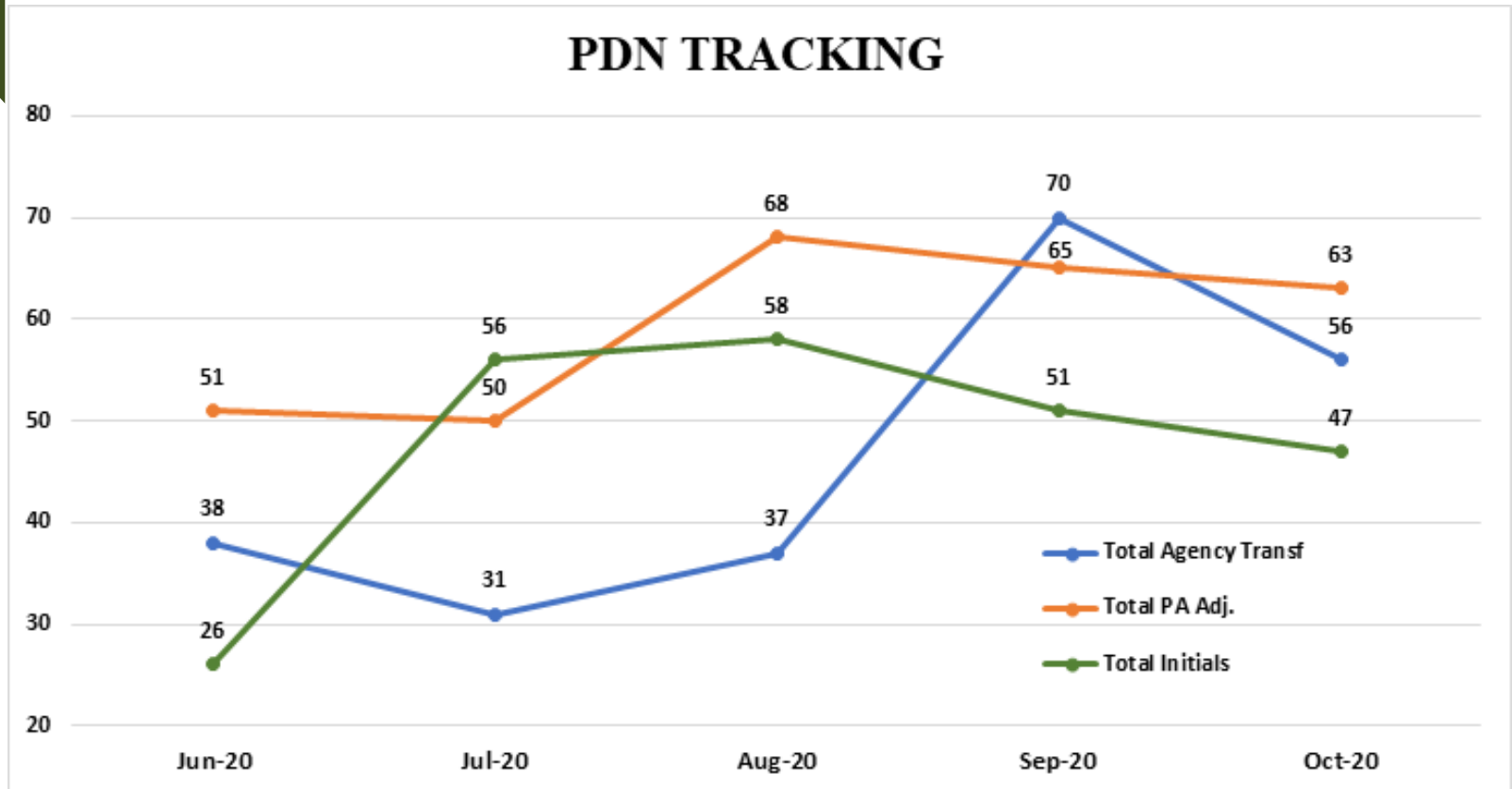
- **CMS-485 Audit**
- **Transferred/Shared Hours**

CMS-485 Audit



Transferred/Shared Hours

Transfers/Shared Hour Changes & Initials from June – October 2020



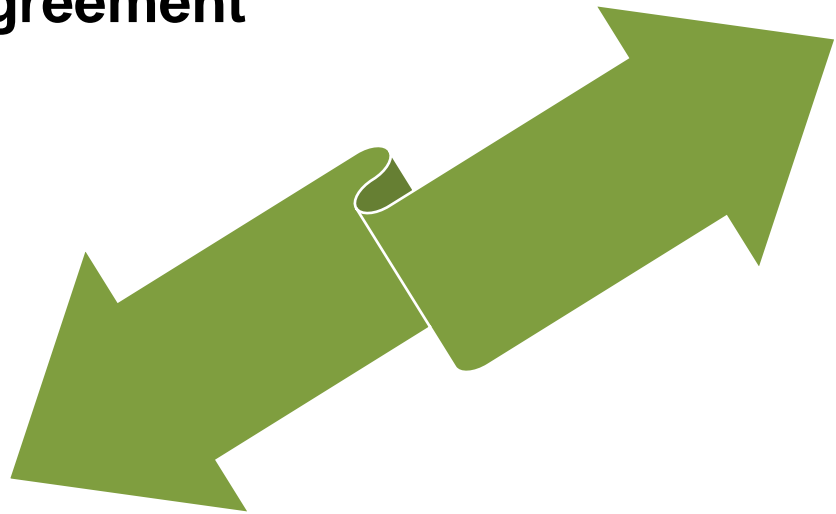
PDN Reminders

- **Transfer Requests**
- **Electronic Signatures**
- **Third Party Insurance**
- **Request for Additional Information (RAI)**



Transfer Requests

- **Coordination of care between providers**
- **Transfer/Shared Hours agreement**
- **Required forms**



Electronic Signatures

- NC Medicaid follows Federal (485) requirements regarding electronic signatures.

CMS Program Integrity Manual

- **Accepted electronic signatures must include:**
 - Date
 - Physician's name (legible)
 - Physician's credentials



- * **Note: A physician covering for the attending physician may sign the CMS 485. NC Medicaid does not accept PA or NP signatures.**

Third Party Insurance



Reminder:

- **Medicaid is the payer of last resort.**
- **Private health insurance coverage for nursing services or denial documentation for the prior approval period must be submitted to Medicaid.**
- **Monitoring for compliance with this requirement has been initiated.**

Request for Additional Information (RAI)

How to locate in NC Tracks

The screenshot shows the NC Tracks Provider Portal interface. At the top, there is a navigation bar with the NC Tracks logo and a user greeting: "Welcome, Audra Troy. (Log out)". Below the navigation bar, there are tabs for "Eligibility", "Prior Approval", "Claims", "Referral", "Code Search", "Enrollment", "Administration", "Trading Partner", "Payment", and "Consent Forms". The main content area is titled "Message Center for Audra Troy" and features an "Announcements" section with a date of "Nov 27, 2018 12:00:00 AM" and attention to "All Providers". The announcement text states that the Health Insurance Marketplace serves people who don't get health coverage from their job and provides contact information for the NC Navigator Consortium. Below the announcement are three buttons: "WELCOME Provider Training", "OFFICE ADMINISTRATORS User Administration", and "ENROLLMENT Status and Management". To the right of the announcement is a "Quick Links" section with various links such as "Take the 2019 Annual Provider Survey", "CCNC/CA (Managed Care)", "Department of Health and Human Services", etc. Below the announcement is an "Inbox" section with a table of messages. The table has columns for "Provider", "Status", "Message", and "Date".

Announcements

Date: **Nov 27, 2018 12:00:00 AM** Attention: **All Providers**

The Health Insurance Marketplace serves people who don't get health coverage from their job. Factsheets on the Marketplace are available in [English](#) and [Spanish](#) to post in your locations. North Carolinians seeking in-person assistance with enrollment can visit the [NC Navigator Consortium](#) to find a local application assister or call the toll-free NC Navigator Helpline at 1-855-733-3711.

WELCOME Provider Training

OFFICE ADMINISTRATORS User Administration

ENROLLMENT Status and Management

Quick Links

- [Take the 2019 Annual Provider Survey](#)
- [CCNC/CA \(Managed Care\)](#)
- [Department of Health and Human Services](#)
- [Division of Health Service Regulation](#)
- [Division of Health Benefits](#)
- [DHB \(Health Check\)](#)
- [DMH/DD/SAS](#)
- [Division of Public Health](#)
- [Office of Rural Health](#)
- [Provider Training](#)

Inbox

Provider	Status	Message	Date
1649316902	Unread	DMA3501	11/17/2020 09:36 am
1194122523	Unread	DMA3501	11/17/2020 09:36 am
1528187770	Unread	MCAID2001E	09/02/2020 02:14 pm
1528187770	Unread	DMA1000-A	12/13/2018 11:22 pm
1528187770	Unread	DMA1000-A	12/09/2018 12:16 am

Footer: About | Legal | Privacy | Accessibility | Contact Us | System Requirements | Report Fraud

NC Department of Health and Human Services | Powered By: CSRA TRANSCEND

Provider Relationship to Beneficiary

6.3 Provider Relationship to Beneficiary

To provide PDN services reimbursed by Medicaid, the provider agency shall not employ:

- a. a member of the beneficiary's immediate family (spouse, child, parent, grandparent, grandchild, or sibling, including corresponding step- and in-law relationships); or
- b. a legally responsible person who maintains his or her primary private residence with the beneficiary;
or
- c. the nurse shall not live with the beneficiary in any capacity.

NC Medicaid Bulletins related to PDN/COVID-19:

- [SPECIAL BULLETIN COVID-19 #88: Additional Temporary Rate Increases for Skilled Nursing Facilities, LTSS Personal Care Service Providers and Home Health Providers to support Strengthening Infection Prevention Activities](#) - May 11, 2020
- [SPECIAL BULLETIN COVID-19 #81: Hospice Clinical Coverage Policy: Changes due to CMS Amendment and Other Flexibilities](#) - May 4, 2020
- [SPECIAL BULLETIN COVID-19 #57: Private Duty Nursing Flexibility Updates](#) - April 22, 2020
- [SPECIAL BULLETIN COVID-19 #52: Coverage for Weight Scales and Portable Pulse Oximeters - Temporary Flexibilities](#) - April 20, 2020
- [SPECIAL BULLETIN COVID-19 #38: Private Duty Nursing Clinical Policy Modification – Prior Approval Status Due to Refusal of PDN Services](#) - April 8, 2020
- [SPECIAL BULLETIN COVID-19 #32: Rate Increase and Claims Reprocessing](#) - April 3, 2020
- [SPECIAL BULLETIN COVID-19 #29: Coverage for Automatic Blood Pressure Monitors: Temporary Flexibilities Effective March 30, 2020](#) - March 31, 2020
- [SPECIAL BULLETIN COVID-19 #5: Private Duty Nursing and Home Health Updates](#) - March 19, 2020

Q & A

Mark your calendars!

**Next PDN Stakeholder
session scheduled for
Spring 2021**



Additional Questions

Please email additional PDN-related questions to

Medicaid.homecareservice@dhhs.nc.gov

- **Current PDN policy links**

https://files.nc.gov/ncdma/documents/files/3G-1_1.pdf

https://files.nc.gov/ncdma/documents/files/3G-2_0.pdf

- **PDN website**

<https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/private-duty-nursing-pdn>

Thank you and stay safe!

If you leave home, know your 3 Ws!



WEAR

a cloth mask over
your nose and mouth.



WAIT

6 feet apart. Avoid
close contact.



WASH

your hands or
use hand sanitizer.

@NCDHHS

#StayStrongNC