NC Department of Health and Human Services

Private Duty Nursing (PDN)
Stakeholder Session

Long-Term Services and Supports
September 16, 2021
Agenda

- Welcome and Introductions
- Managed Care Updates
- PDN Policy Update
  - 3G-1 Adults age 21 and older
  - 3G-2 Beneficiaries under age 21
- Quality Improvement Initiatives
- COVID Reminders
- Stakeholder Feedback:
  - Nursing Shortage
  - Stakeholder Survey
- PDN Reminders
- General Information
- Q & A
Managed Care Updates

1.6 Million NC Medicaid and NC Health Choice Beneficiaries have transitioned to Standard Plan

Resources for Providers

• [https://medicaid.ncdhhs.gov/providers](https://medicaid.ncdhhs.gov/providers)
  Provides a dashboard of information that includes Provider Ombudsman/ help center/NCTracks

• [https://medicaid.ncdhhs.gov/transformation/health-plans](https://medicaid.ncdhhs.gov/transformation/health-plans)
  Access to the individual health plans, including clinical policies and contact information.

• [https://medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)
  Provider playbook, Fact Sheets ncmedicaidombudsman.org

• Send Questions to: [Medicaid.HelpCenter@dhhs.nc.gov](mailto:Medicaid.HelpCenter@dhhs.nc.gov)
Please refer to this one page guide to find the contact info for your managed care questions as related to:

✓ Verification of Eligibility and Plan
✓ Provider Portal/ Provider Services
✓ Prior Authorizations
✓ Claims Information
✓ Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation
✓ Provider Ombudsman
✓ PHP Quick Reference Guide Location
PDN Policy Update

Private Duty Nursing (PDN)

3G-1 Private Duty Nursing for Beneficiaries Age 21 and Older: Amended Sept. 1, 2021

https://medicaid.ncdhhs.gov/3g-1/open

- Change Initiated: 2019
- PAG Approval: 03/25/2021
- Public Comment Period: 03/26/21 – 05/10/2021
- Effective Date: 09/01/2021
PDN Policy Update

Proposed Revision:

3G-2 Private Duty Nursing for Beneficiaries Under Age 21 Years of Age
Quality Improvement Initiatives

- CMS-485 Audit
- Transferred/Shared Hours
COVID Reminders

COVID Special Bulletins:

These temporary changes remain in effect and may end earlier upon the cancellation of the North Carolina state of emergency declaration or when the policy is rescinded.

Includes PDN 5% rate increase


• Are you looking for a COVID-19 vaccine for a person who is at home because of limited mobility?

You may call the At-Home Vaccination Hotline at 1 (866) 303-0026, or fill out a registration form. For more information on at-home vaccination, visit www.ptrc.org/covid
NC Medicaid COVID-19 Bulletins related to PDN:


- **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
Stakeholder Feedback

- Stakeholder Survey
- Nursing Shortage
PDN Reminders

- Transfer Requests
- Electronic Signatures
- Physician Signature on the CMS 485
- Third Party Insurance
- Request for Additional Information (RAI)
- NCTracks Prior Approval Attachment Functionality
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.
Physician Signature on the CMS 485

• Attending physician signature required on each page of the CMS 485
• Authentication process for physician orders
• CMS audit purposes
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
NCTracks Prior Approval Attachment Functionality

• Providers can select the appropriate attachment type for each document and label all PA attachments separately using the drop-down box.

• Please do not include more than one document under one attachment type.
Q & A
Mark your calendars!

Next PDN Stakeholder session scheduled for January 2022
Additional Questions

Please email additional PDN-related questions to Medicaid.homecareservice@dhhs.nc.gov

• Current PDN policy links
  https://medicaid.ncdhhs.gov/3g-1/open
  https://medicaid.ncdhhs.gov/documents/files/3g-2-2/open

• PDN website
Thank you and stay safe!

DON’T WAIT TO VACCINATE.

Find a vaccine location near you at MySpot.nc.gov or call 888-675-4567.