



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>
Provides a dashboard of information that includes *Provider Ombudsman/ help center/NCTracks*
- <https://medicaid.ncdhhs.gov/transformation/health-plans>
Access to the individual health plans, including *clinical policies* and *contact information*.
- <https://medicaid.ncdhhs.gov/transformation>
Provider playbook, Fact Sheets
ncmedicaidombudsman.org
- Send Questions to:
Medicaid.HelpCenter@dhhs.nc.gov

NC Medicaid Managed Care Quick Guide

<https://medicaid.ncdhhs.gov/media/9521/open>

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

3G-1 Private Duty Nursing for Beneficiaries Age 21 and Older:

Amended Sept. 1, 2021

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

**Private
Duty
Nursing
(PDN)**



PDN Policy Update

Private Duty Nursing (PDN)

Proposed Revision:

**3G-2 Private Duty Nursing for
Beneficiaries Under Age 21 Years
of Age**



Quality Improvement Initiatives

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and may end earlier upon the cancellation of the North Carolina state of emergency declaration or when the policy is rescinded.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

- Emergency Use Authorization for Monoclonal Antibody (MAB) infusion *specific guidelines included in COVID Special Bulletin #173 <https://medicaid.ncdhhs.gov/blog/2021/07/21/special-bulletin-covid-19-173-sotrovimab-intravenous-infusion-hcpcs-code-q0247-billing-guidelines>
- 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 #173: Sotrovimab for Intravenous Infusion HCPCS Code Q0247: Billing Guidelines](https://medicaid.ncdhhs.gov/blog/2020/05/04/special-bulletin-covid-19-81-hospice-clinical-coverage-policy-changes-due-cms) <https://medicaid.ncdhhs.gov/blog/2020/05/04/special-bulletin-covid-19-81-hospice-clinical-coverage-policy-changes-due-cms> - July 21, 2021
- [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

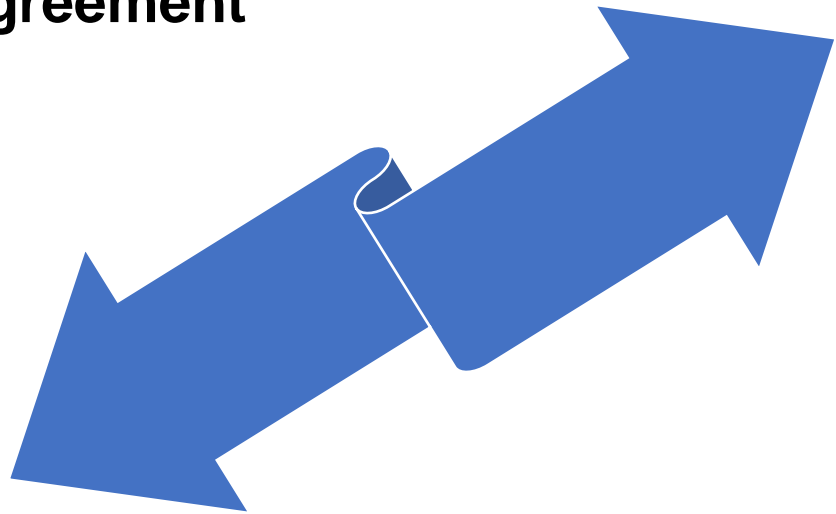
PDN Reminders

- **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

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 for "All Providers". The announcement text states: "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." 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 several 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", and "Provider Training". Below the announcement is an "Inbox" section with a table of messages. The table has columns for "Provider", "Status", "Message", and "Date".

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

At the bottom of the page, there is a footer with links for "About", "Legal", "Privacy", "Accessibility", "Contact Us", "System Requirements", and "Report Fraud". It also includes the NC Department of Health and Human Services logo and the text "Powered by CSRA TRANSCEND".

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**

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

Thank you and stay safe!

**DON'T WAIT
TO VACCINATE.**

**Find a vaccine location near you at
[MySpot.nc.gov](https://www.myspot.nc.gov) or call 888-675-4567.**

Three circular portraits of diverse individuals wearing face masks. The top portrait shows a woman in a red hijab and a white face mask. The middle portrait shows a man in a white polo shirt and a white face mask. The bottom portrait shows a woman with grey hair and a white face mask.