

Personalized Care Support

We are focused on supporting the health care needs of our members and their families at any stage of life or illness. We also want to support providers in delivering quality care that honors their patients' wishes for treatment. Our members' benefits include palliative care services. In addition, our members have access to specialized care management services.

Goals of care conversation reimbursement

Providers can submit claims for services provided to our members using:

- ▶ **CPT 99497** *Advance Care Planning, face-to-face with patient, family member(s) and/or surrogate (first 30 minutes)*
- ▶ **CPT 99498** *Advance Care Planning, face-to-face with patient, family member(s) and/or surrogate (additional 30 minutes), in addition to any Evaluation and Management visit codes*

Skilled nursing facilities, home health agencies and hospice facilities should use Revenue code 0691 *Pre-hospice/Charge* with the CPT codes referenced above.

Palliative care benefit

Our Individual and employer group members' benefits include home health aide visits and in-home counseling sessions with a maximum limit of 30 visits per year. For our Administrative Services Only (ASO) groups, this benefit will be added to products as employers opt in to the program. Medicare Advantage members must have a skilled need to qualify for home health services. Unlimited home health visits are covered for Medicare Advantage members in the case that a skilled need is present.

Members are not required to be homebound to use home health services. They are also waived from the notification process that is required for any services under our Physical Medicine Program.

Participating home health providers will be reimbursed for palliative care services, including home health aide services for activities of daily living and counseling. The following revenue codes have been developed by the Centers for Medicare & Medicaid Services (CMS) for providers to use for palliative care services:

- ▶ Revenue code 0691 *Pre-hospice/Charge* and CPT 99509 *Home Visit for Assistance with Activities of Daily Living and Personal Care*
- ▶ Revenue code 0691 *Pre-hospice/Charge* and CPT 99510 *Home Visit for Individual, Family, or Marriage Counseling* (This code combination should be used for social workers and other non-physician licensed professionals who are qualified to provide counseling.)

Specialized care management

In addition to our product offerings, our Personalized Care Support program includes specialized care management services and care coordination for all group, Individual and Medicare Advantage members with serious or life-limiting illnesses and their families. These services provide easy access to one-on-one support and are offered at no additional cost to our members, including members of ASO groups that have opted out of the palliative care benefit.

Our nurse clinicians and social workers on staff have clinical expertise in advance care planning, serious illness management and end-of-life care. Our team is available via phone to answer questions, explain available benefits, and connect patients to community resources, including meal delivery, transportation and other non-medical needs.

Professional providers: You may also consider referring your patients to an in-network home health provider for palliative care.

For our Medicare Advantage members

We offer additional services, including medical team conferences and care coordination, with a lifetime limit of 10 visits.

Submit claims for professional services provided to our Medicare Advantage members using any combination of the following CPT codes in conjunction with CPT 1150F *Documentation that a patient has a substantial risk of death within 1 year*:

- ▶ CPT 99366 *Medical team conference, Direct face-to-face contact with patient or family*
- ▶ CPT 99367 *Medical team conference, Without direct face-to-face contact with patient or family*
- ▶ CPT 99374, 99375, 99379, 99380 *Care plan oversight services*

Refer your patients to our Care Management team

To refer your Individual, group or Medicare Advantage patients, contact our Care Management Intake Team at 1 (866) 543-5765 or complete an online *Care Management Referral Request* form.

Learn more

Learn more and complete the referral request form on our provider website at [regence.com](https://www.regence.com): [Programs>Medical Management>Personalized Care Support](#).

If you have additional questions or need more information about the program, please contact your provider consultant.

Surround your patients and their families with comprehensive services

- ▶ Professional providers - Refer patients with serious or life-limiting illnesses to:
 - An in-network home health provider (Home health agencies should submit claims for the additional services as outlined on page 1) or
 - Our Care Management Intake Team (Our team can also support the families of patients with serious illnesses)
- ▶ If interested, submit claims for services for goals of care conversation reimbursement (as outlined on page 1).
- ▶ For answers to questions about the program, please contact your provider consultant.