



REGIONS 4 & 5

ACADIAN HEALTH EMERGENCY ROOM REDUCTION PROGRAM FREQUENTLY ASKED QUESTIONS

Q: How will providers connect with Acadian Health (AH) for an Acute Care at Home referral?

A: The providers will place a call to the AH at (844) 987-1395 or (337) 704-5829. The call center will dispatch an AH team to the location of the Medicaid member.

Q: How will the provider know if the Medicaid member is eligible for the program?

A: When a provider calls the AH call center, the representative will verify the patient is part of the pilot. If not, the PCP will follow their normal procedures.

Q: Is the collaborating physician eligible for reimbursement?

A: Yes. Collaborating physicians can bill the appropriate Managed Care Organization for the appropriate level of care and append the applicable modifier and place of service for the telehealth visit.

A list of covered codes can be found [here](#) or by scanning the QR code on the right.



Q: Does the telehealth visit have to be video/audio or can the telehealth visit be audio only if needed?

A: Collaborating physicians will be eligible for reimbursement in accordance with Medicaid telehealth policy. The telecommunications system shall include, at a minimum, audio and video equipment permitting two-way, real-time interactive communication between the beneficiary at the originating site and the physician, or other licensed practitioner at the distant site. Providers can virtually attend home visits through AH's provider portal.

Q: What is the provider's role in the Acute Care at Home path?

A: **Acute Care at Home** is an on-demand service for patients who require same day care within one hour. It serves as an alternative care for non-traumatic hospitalizations for sick but stable patients who would otherwise seek care at the ER.

How it works:

- A patient who is reporting an acute exacerbation of chronic disease is referred to Acadian Health by their provider, and an initial visit is scheduled.
- Once arriving on scene and conducting a comprehensive patient assessment, Acadian Health communicates with the PCP to report findings and request direction for care.
- Treatment is ordered, administered, and results and records are made available to the patient's PCP through Acadian Health's electronic health record.
- If the PCP is not able to participate, AH's provider will be called.

TO SCHEDULE A VISIT FOR
ACUTE CARE@HOME
(337) 704-5829
(844) 987-1395



FOR MORE INFORMATION
(337) 291-3333
1 (800) 259-3333



CORPORATE OFFICE
130 E. KALISTE SALOOM ROAD
LAFAYETTE, LA 70508



ACADIANHEALTH.COM

Q: Can a hospital refer to the Medicaid Emergency Department (ED) reduction pilot program?

A: Yes, however, the patient must be a Medicaid member with 5 or more ED visits within a year. These referrals will follow the same procedures as Acute Care at Home. The provider or staff will need to call the AH call center with a referral.

Q: Do the Medicaid members need to “opt-in?”

A: No, they will be enrolled in the program and will need to “opt out,” if desired.

Q: How long does the opt-out last?

A: Throughout the pilot unless the Medicaid member changes their mind and asks to be enrolled in the program.

Q: For Acute Care at Home, how will a provider know a member has opted out?

A: The provider will need to have a discussion with the member to inform them of the Acute Care at Home program. If the member has opted out, they will inform the provider. If they have opted out and now would like AH to come to their home, the provider will call the call center and refer patient to AH. If the member has opted out and does not want AH to come to their home, the PCP simply follows their normal procedures.

Q: What are the courses of action outside the hours AH has established?

A: The member would follow the normal process the provider has in place.

Q: What happens when a member calls their provider and it is after hours for the provider, but during the AH hours?

A: Any mechanism that has the delegated authority of that provider to refer into the program is fine. AH will always obtain consent to treat those patients when they arrive at patient's house.

Q: What is available in AH's provider portal?

A: Virtual Visits and easy access to records. Encounter notes and assessments are shared through the provider portal where encounter records can be easily viewed, downloaded, and uploaded to your system.

Q: How do I obtain access to the AH Provider portal?

A: Physicians can request access for virtual visits and platform access by emailing Acadian Health at HealthCallrequests@acadian.com.

Q: What is the protocol if a provider decides not to participate in the pilot program?

A: They will not refer their patients to Acute Care at Home.

Q: What phone number should Members expect to see on their caller ID when AH is attempting to outreach them?

A: It will be a local phone number.

Q: After the Acute Care at Home visit, will the Member automatically be transferred over to Clinic at Home?

A: No, only in circumstances where there are needs that have been identified outside of the patient's episodic clinical needs would they be enrolled in Clinic at Home.

Q: Can Nurse Practitioners and general Practitioners refer patients who are not paneled to them outside of the Primary Care Physician relationship?

A: Yes, as long as they are part of the cohort.



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