

**Government Business Division
Policies and Procedures**

Section Healthcare Management Services – Case Management		Care at Home, Clinic at Home ILOS Policy	
Effective Date February 3, 2025	Date of Last Review December 16, 2024	Date of Last Revision December 16, 2024	Dept. Approval Date
<u>Department Approval/Signature:</u>			

Policy applies to health plans operating in the following State(s). Applicable products noted below.

<u>Products</u>	<input type="checkbox"/> Arkansas	<input type="checkbox"/> Iowa	<input type="checkbox"/> Nevada	<input type="checkbox"/> Tennessee
<input checked="" type="checkbox"/> Medicaid/CHIP	<input type="checkbox"/> California	<input type="checkbox"/> Kentucky	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Texas
<input type="checkbox"/> Medicare/SNP	<input type="checkbox"/> Colorado	<input checked="" type="checkbox"/> Louisiana	<input type="checkbox"/> New York	<input type="checkbox"/> Virginia
<input type="checkbox"/> MMP/Duals	<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New York (WNY)	<input type="checkbox"/> Washington
	<input type="checkbox"/> Florida	<input type="checkbox"/> Minnesota	<input type="checkbox"/> North Carolina	<input type="checkbox"/> West Virginia
	<input type="checkbox"/> Georgia	<input type="checkbox"/> Missouri	<input type="checkbox"/> Ohio	<input type="checkbox"/> Wisconsin
	<input type="checkbox"/> Indiana	<input type="checkbox"/> Nebraska	<input type="checkbox"/> South Carolina	

POLICY:

Healthy Blue has developed “in lieu of” (ILO) policies to assist with making coverage determinations for medically appropriate services outside required Managed Care Organization (MCO) Covered Services or settings (or beyond the service limits established by Louisiana Department of Health (LDH) for MCO Covered Services). Healthy Blue’s ILO services (ILOS) are provided to Enrollees, at their option, as a cost-effective alternative to an MCO Covered Service or Setting.

LDH has approved a Healthy Blue ILOS benefit to assist in prevention of unnecessary emergency department (ED) utilization and further acute complications of chronic disease.

The collaboration between the Acadian Health team and the referring provider is expected to result in improved patient satisfaction, care coordination, and ability to achieve quality health outcomes.

DEFINITIONS:

Care at home:

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

- Examples may include, but are not limited to:
 - Impact certain measures of Healthcare Effectiveness Data and Information Set (HEDIS)
 - Acute exacerbations of chronic conditions, such as asthma, congestive heart failure, sickle cell disease.
 - Fever, shortness of breath, dizziness, dehydration, nausea/vomiting, skin wounds.
 - Wound care, blood draws, IV placement, fluid and medication therapy, oxygen therapy, nebulizer treatment.

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Clinic at home:

Clinic at Home is a proactive visit which is scheduled in advance, usually 24 hours ahead of time. This allows providers to extend their specialty practice into patients' homes, offering after hours and weekend support and the ability to address non-medical drivers of health.

- Examples may include, but are not limited to:
 - Post-operative or acute discharge follow up care
 - Impact certain measures of Healthcare Effectiveness Data and Information Set (HEDIS)
 - Social Determinants of Health (SDOH) assessments
 - Medication reconciliation
 - Chronic condition care management, education, monitoring

PROCEDURE:

Acadian Health will be delivering a two path program: Care at Home and Clinic at Home.

The program provides mobile urgent treatment to patients, age 13 and older, for a wide array of non-life-threatening medical conditions to avoid an ED visit.

Eligible members are enrollees aged 13 and older with chronic disease who are experiencing an acute exacerbation of their illness. This urgent care is for members who are physically unable to reach their provider and may otherwise necessitate emergency transport for care.

- Acadian Health offers **Care at Home** program. Providers may refer their patient for an at-home scheduled visit when a virtual care or in-office visit is not appropriate to address the member's acute chronic health needs. The provider contacts Acadian Health to arrange a visit to the member, who has reported having an acute exacerbation of chronic disease, when an in-office or telehealth visit is not otherwise available.
 - On-demand service for patients who require same day care within one hour. It serves as alternative care for non-traumatic hospitalizations for sick but stable patients who would otherwise seek care at the ED.
 - 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. Acadian health is directly communicating and coordinating member's care with the PCP.
 - Treatment is ordered, administered, and results and records are made available to the patient's PCP through Acadian Health's electronic health record.

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- Acadian Health offers **Clinic at Home** program, which is a proactive visit usually 24 hours ahead of time. The visit can be same day (urgent, unscheduled) or scheduled within next 24 hours (scheduled).
 - MCOs identify patients who qualify for the program, obtain patient consent, and notify patient's PCP. Patients are enrolled via Acadian Health's online portal.
 - An in-home care provider, either an EMT or paramedic, depending on need, is sent to the member's residence within 24 hours to facilitate treatment and symptom management. This serves as a hands-on visit for providers to extend their specialty practice into patients' homes, offering after hours and weekend support.
 - The visit includes follow-up care and education for recently discharged and high-risk patients.
 - The initial visit is completed, including all assessments and screenings, to identify needs, and a second visit is scheduled.
 - Acadian Health connects with patient's case manager to coordinate plan and community resources to address patient needs and goals of care.
 - Treatment is ordered, administered, and results and records are made available to the patient's PCP through Acadian Health's electronic health record.
- Prescheduled visits can be organized with the provider joining by phone or telehealth.
 - If the provider is unavailable, Acadian Health's trained professionals can execute on a provider's care plan in their place, sending detailed notes and updates following the visit.
 - Acadian Health offers quality patient-centered care for many conditions and chronic diseases.
 - After Acadian Health conducts an initial evaluation, the EMT or paramedic on-site staff consults with the ordering provider on appropriate diagnostic testing and appropriate action.
- Diagnostic services provided by Acadian Health include, as appropriate:
 - 4 and 12 lead EKG, Waveform capnography
 - Mean arterial pressure
 - Pulse oximetry
 - IV fluid administration
 - Nebulizer treatments
 - Traditional blood draws for lab analysis (potential gaps that can be closed through the blood draw)
- Medication administration (IV, IM, SQ, IN). Medications available for treatment include, as appropriate:

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- Albuterol
- Amiodarone
- Aspirin
- Atropine
- Bumex
- Calcium chloride
- Dextrose 50%
- Diltiazem
- Diphenhydramine
- Epinephrine
- Furosemide
- Glucagon
- Oral glucose
- Ipratropium bromide
- Ketorolac
- Labetalol
- Lidocaine 2%
- Magnesium sulfate
- Metoprolol
- Naloxone
- Nitroglycerine SL and paste
- Ondansetron
- Rocephin
- Solumedrol

Service Descriptions

Procedure Codes: 99342 99344 99345 99348 99349 99350 99417

Evaluation and Management Codes: 99211-99215

CPT	Mobile Health Home Visit Description	Visit Type Description
99342	<p>ALS Provider (Paramedic/Licensed Practical Nurse)</p> <ul style="list-style-type: none"> • Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate) • Advanced Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration. 	New Patient Home Visit (Unscheduled)

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99344	<p>BLS Provider (EMT)</p> <ul style="list-style-type: none"> Includes basic assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate) support virtual medical assessments and no medical interventions. 	New Patient Home Visit (Unscheduled)
99345	<p>BLS Provider (EMT)</p> <ul style="list-style-type: none"> Includes basic assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate) support virtual medical assessments and no medical interventions. 	New Patient Home Visit (Unscheduled)
99348	<p>ALS Provider (Paramedic/Licensed Practical Nurse)</p> <ul style="list-style-type: none"> Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate). Advanced Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration. <p>(This is repetitive in provider proposal at same rates)</p>	Patient Home Visit (Scheduled)
99349	<p>ALS Provider (Paramedic/Licensed Practical Nurse)</p> <ul style="list-style-type: none"> Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, temperature, weight, and respiratory rate). Advanced Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration. 	Patient Home Visit (Scheduled)
99350	<p>ALS Provider (Paramedic/Licensed Practical Nurse)</p> <ul style="list-style-type: none"> Includes Advanced Life Support (ALS) assessment, basic vital signs (pulse, blood pressure, pulse oximetry, 	Patient Home Visit (Scheduled)

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	temperature, weight, and respiratory rate). <ul style="list-style-type: none"> Advanced Level Providers can support care such as IVs, EKGs, A1C, fluid and medication administration. 	
99417	Prolonged service, per additional 15-minute increments	
99211 -99215 (append applicable modifier/place of service)	Telehealth visit	E&M code billed by physician collaborating care

REFERENCES:

- Louisiana Medicaid Managed Care Organization Model Contract: Attachment A: - Section 2.4.4: In Lieu of Services
- Louisiana Medicaid Managed Care Organization Model Contract: Attachment C - In Lieu of Services
- Louisiana Medicaid Managed Care Organization Manual: In Lieu of Services
- Louisiana Medicaid Fee Schedule
- Title 42 C.F.R. § 438.3(e)(2)
- Acadian Guidance: Acadian Health Data for LDH 12_13_2024 (1)

RESPONSIBLE DEPARTMENTS:

Primary Department:

Healthcare Management Services – Case Management

Secondary Department(s):

Quality Management, Utilization Management

EXCEPTIONS:

None

REVISION HISTORY:

This section was added to comply with NCQA. The purpose is to provide documentation of the

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changes made at each review, making it unnecessary to search old records for that information.

Review Date	Changes
12/16/24	<ul style="list-style-type: none">• Policy was created.

DRAFT