



# State of Louisiana

## Louisiana Department of Health

### Bureau of Health Services Financing

#### **Tools to Secure Pediatric Home Health Services: Information for Support Coordinators**

The Louisiana Department of Health (LDH) has created several tools to help ensure pediatric patients receive all of their authorized home health services. These include the Crisis Response Team (CRT), the use of enhanced reimbursement modifier(s), and the use of single-case agreements (SCA). These tools should help locate and secure home health care for pediatric patients. Support coordinators have a responsibility to ensure that the services in a plan of care are provided. These services are available to children in both fee-for-service and managed care delivery systems.

#### **The Crisis Response Team**

CRT was created to assist medically fragile children in locating and securing home health services. Support Coordinators are required to contact CRT for assistance when a child has not received some or all of their authorized home health services for two consecutive weeks, has been denied enrollment by all regional providers, or is otherwise facing serious risk of institutionalization due to lack of services. Children who qualify for CRT services must meet the following criteria:

- Under the age of 21; and
- Currently enrolled in a waiver program.

#### **CRT Contact Information**

Fee-for-service (FFS) - 866-729-0017 or at [crisisresponseteam@la.gov](mailto:crisisresponseteam@la.gov).

#### **For assistance with beneficiaries that are enrolled with an MCO**

Aetna -1-855-242-0802  
AmeriHealth Caritas – 1-888-756-0004  
Healthy Blue – 1-844-521-6941  
Louisiana Healthcare Connections – 1-866-595-8133  
Humana -1-800-448-3810  
United Healthcare – 1-866-675-1607

#### **Enhanced Reimbursement Modifiers**

LDH has created enhanced reimbursement modifiers that providers may qualify for when submitting their claims. Use of available modifiers may assist in securing staffing of authorized services. The fee schedule is available [here](#). One or more of these modifiers include:

- High complexity (TG)
- Rural/outside of their area (TN)
- Individualized service provided to more than one patient in the same setting (TT)
- Overtime (TU)\*
- Weekend and holidays (TV)
- Second daily visit (U2)

- Third daily visit (U3)
- Services provided in the evening (UH)
- Services provided at night (UJ)

*\*The overtime modifier may be used in conjunction with other modifiers and is compatible with single case agreements.*

### **Single Case Agreements (SCAs)**

On a case-by-case basis, LDH may enter into an SCA with a provider to assist in securing a nurse to provide care. SCAs allow higher reimbursement rates than the fee schedule allows. All FFS SCAs must be approved by the CRT and reviewed independently.

If a provider wishes to seek an SCA for a child enrolled with an MCO, they may seek and obtain authorization through the respective plan.

### **Responsibilities of Support Coordinators**

Support Coordination consists of coordinating support and services to assist participants who receive Louisiana waiver services in gaining access to needed waiver and other Medicaid services, as well as needed medical, social, educational, and other services, regardless of the funding source.

The support coordinator is responsible for convening the person-centered planning team, comprised of the participant, the participant's family, direct service providers, medical and social work professionals, as necessary, and advocates, who assist in determining appropriate supports and strategies to meet the participant's needs and preferences.

**The support coordinator shall be responsible for the ongoing coordination of support and services included in the participant's plan of care, ensuring that all services are received.** The support coordinator's responsibilities include contacting available resources, such as the CRT, and other steps outlined in this bulletin to arrange for authorized services in the participant's plan of care.