Wish List for the Future

Streamline the certification process.

Eliminate paper handling. All incoming requests computer generated.

All outgoing letters computer generated with a fill in feature.

Provide automatic online notifications when prior authorizations are due from the providers.

Incoming prior authorizations packets submitted electronically with a view and print feature for appeal purposes. This feature shall have ability to track the prior authorizations from submission to a final approval or denial.

Duplicate (with added enhancements and features) the current hospice data base.

A tracking system that will generate reports monthly, yearly and some times daily on:

1. The number patients receiving hospice services by parish and provider name.
2. Number of revocations, discharges, deaths and other (Medicaid eligibility ended)
3. Number of patients receiving hospice services residing in a nursing home or homebound
4. Sort patient s receiving hospice by diagnosis codes
5. Number of hospital admissions within 24 hours of a discharge or revocation by hospice providers.
6. Number of election requests received daily, monthly, yearly

Hospice Program Procedures

A patient, examined by a physician is diagnosed with a terminal illness. The physician will certify that this prognosis is for a life expectancy of 6 months or less if the illness runs its course.

The patient can elect to receive hospice care at this time or at any time during the course of the illness. The patient or a legal/authorized representative shall contact a hospice agency.

The hospice agency will provide all paperwork (Notice of Election and Certificate of Terminal Illness forms with all required signatures and information). This information is faxed to the Hospice Program. All patient information is verified and entered into the "MMIS" system. The information is also entered into a Hospice Data Base. This is a separate system in which access is restricted for now to Hospice Program employees.

The following pages will provide examples of the various forms and letters used to certify/lock a patient into Hospice Care. A copy of the Hospice Data Base is included in these examples.