

# interChange Provider Important Message

## **Attention Connecticut Home Care Program for Elders (CHCPE) and Personal Care Attendant (PCA) Waiver, Acquired Brain Injury (ABI) Agencies, Community First Choice (CFC), Home Health Service Providers, ABI, CHC and PCA Fiduciary**

### **Release of Claims held in Suspense due to no Care Plan or Service Authorization.**

Effective with the Acquired Brain Injury (ABI) Implementation on September 1, 2016, Hewlett Packard Enterprise has been suspending ABI Waiver claims due to Explanation of Benefit Code (EOB) 3015 - "Care Plan Required" and EOB 3016 - "Service Not Covered Under Care Plan" to avoid unnecessary claim denials while the Access Agencies worked to upload the Care Plans and Service Authorizations required for claims processing. During this time Connecticut Home Care for the Elderly (CHCPE), Personal Care Attendant (PCA), Community First Choice (CFC), Home Health and ABI, CHC and PCA Fiduciary claims also suspended as the EOBs are also tied to these waiver services.

A recent review of ABI Care Plans and communication with the Case Management Agencies have determined that most Service Authorizations are now in place. As a result, effective **November 18, 2016** new claims and those previously held in suspense will no longer suspend and will deny when posting these EOBs.

Home Health Agencies are reminded that effective **September 1, 2016**, all Home Health services rendered to ABI clients are required to be on the ABI Care plan, including those that are less than or at standard benefit. Home Health claims submitted for ABI clients that do not have a Care Plan or Service Authorization for services that are less than or equal to standard benefit will now deny for EOB 3015 - "Care Plan Required" or EOB 3016 - "Service Not Covered Under Care Plan."

Providers are encouraged to contact their ABI clients' Case Management Agency Care Manager(s), as soon as possible, to ensure services being provided at or below standard benefit are added to their client care plans to avoid unnecessary claim denials beginning **November 18, 2016**.