

# interChange Provider Important Message

## 24 Hour Live In Guidance Related to 8:00am Check-in/Check-out Policy

This Important Message is intended to provide guidance regarding how care plan authorizations are created, including prorating, based on the new 24 hour live in 8:00 check-in/8:00 check-out policy.

**This new policy does not impact or change in any way the manner in which care plan authorizations are created by the Access Agencies.** When a 24 hour shift is not fully completed, prorating occurs as it has in the past, based on a midnight to midnight timeframe. The policy establishing the shift start at 8:00am was intended to prevent caregivers from making calls at midnight. Claims processing still assumes a date of service represents 12-12. For example, a check-in at 8:00am on Wednesday March 15th for a PCA Per Diem service followed by a check-out at 8:00am on Thursday March 16th will create a claim out of the EVV system for date of service March 15th for one unit of PCA Per Diem. The example below illustrates how the provider manages the schedule and check-in/check-out in EVV, how the care plan is created by the Access Agency and how the provider bills the claim.

Example: Caregiver is scheduled to start providing Per Diem PCA services beginning 11am on 12/20/16 and ends care at 8:00am on 12/24/16.

The provider must create 3 schedules:

Schedule 1: 12/20/2016 11:00am - 12:00 (13 hours)

- Caregiver checks-in at 11:00am
- Caregiver **does not** check-out at midnight
- Caregiver checks-out at 8:00am on 12/21/2016 (including entering tasks)
- Visit maintenance will be required to adjust visit hours to 13
- Prior Authorization and claim are submitted with date of service 12/20/2016 for 13 units of 1225Z PCA Agency Per Diem Cannot be Completed, Prorated hourly

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Schedule 2: 12/21/2016 - 12/23/2016 8:00am - 8:00am

- Caregiver checks-out at 8:00am on 12/22/2016 and 12/23/2016 (including entering tasks)
- No visit maintenance will be required if check-out occurs as scheduled
- Prior Authorization and claim are submitted with dates of service 12/21/2016 - 12/23/2016 for 3 units of 1023Z- Personal Care Services, Per Diem Agency

Schedule 3: 12/24/2016 12:00am - 8:00 (8 hours)

- Caregiver checks-out at 8:00am on 12/24/2016 (including entering tasks)
- Visit maintenance will be required to adjust visit hours to 8
- Prior Authorization and claim are submitted with date of service 12/24/2016 for 8 units of 1225Z PCA Agency Per Diem Cannot be Completed, Prorated hourly

As a clarification, this 8:00 check-in/8:00 check-out policy does not apply to the 12 hour overnight PCA. The schedule in EVV should reflect the actual start and stop times and the development of the care plan authorizations, including prorating, will continue to occur as it has in the past.