

# Home health, palliative, and hospice services

## HOME HEALTH AND IN-HOME PALLIATIVE CARE

In the Puget Sound region (excluding Olympia), the Kaiser Permanente Continuing Care Division provides home health services. In Olympia, Northwest Washington, and East of the Cascades, these services are available from contracted agencies.

### Scope of services

Home health includes intermittent interdisciplinary home care services to members twenty-four (24) hours a day, seven (7) days a week. Home health covered services include:

- Skilled nursing services
- Physical, occupational and speech therapy services
- Medical social work services
- Home health aide services

Medicare guidelines are used to determine if a member meets the requirements to receive skilled home health care services.

Members accepted for admission to Home Health will receive certain core services if the patient is a Kaiser Permanente Health Plan Member or under the care of a Kaiser Permanente physician. Patients will be accepted for care without discrimination on the basis of race, color, religion, age, gender, sexual orientation, disability (mental or physical), communicable disease, or place of national origin. Members will be accepted for care based on the adequacy and suitability of organization personnel, resources to provide required services, and the reasonable expectation that the patient's medical, nursing, rehabilitative, and social needs can be adequately met in the patient's place of residence.

Specialty services not provided by the home health agency include but are not limited to: pediatric care, specialized lymphedema treatment, invasive procedures outside of the home health scope, chemotherapy or radiation therapy, blood transfusions or dialysis, long-term custodial care, 24-hour continuous skilled nursing care, transportation services, and services requiring specialized equipment not portable or feasible in the home setting.

### Admission criteria

Kaiser Permanente's criteria for admission to home health services are based on the federal regulations for the Medicare home health benefit and MCG guidelines.

### Arranging for services

If the member is in the hospital or skilled nursing facility, discharge planners in your area will arrange for home health services.

If the member is in your office, contact:

### Puget Sound region:

Please submit a Home Health or Hospice referral via EPIC Order Entry.

Home Health and Hospice Referral Intake Office

206-326-4444

Toll-free: 1-800-332-5735

### Olympia, Northwest Washington, and East of the Cascades:

Send a request for authorization using the Referral Request tool.

Or, contact Review Services

Toll-free: 1-888-289-1363

Fax: 1-888-282-2685

### **Contracted providers**

Contracted providers are expected to follow the standards of care outlined in [Home Care Services guideline](#).

## **HOSPICE SERVICES**

In the Puget Sound region (excluding Olympia), the Kaiser Permanente Continuing Care Division provides hospice services. In Olympia, Northwest Washington, and East of the Cascades, these services are available from contracted agencies. The purpose is to make available short-term inpatient care for pain control and acute and chronic symptom management, continuous care in the home when needed for acute symptom management crises, and respite care via the hospice provider.

### **Scope of services**

Hospice Services includes services made available to members twenty-four (24) hours a day, seven (7) days a week. Home health covered services include:

- Short-term inpatient care for pain control
- Acute and chronic symptom management
- Continuous care in the home when needed for acute symptom management crises
- Respite care via the hospice providers

### **Admission criteria**

Kaiser Permanente members qualify for hospice care using the same criteria as the Medicare hospice benefit. Contracted hospice agencies must bill Medicare directly for Kaiser Permanente Medicare members receiving hospice care.

### **Arranging for services**

If the member is in the hospital, discharge planners in your area will arrange for home health or hospice services.

If the member is in your office, contact:

### **Puget Sound region:**

Please submit a Home Health or Hospice referral via EPIC Order Entry.

Home Health and Hospice Referral Intake Office

206-326-4444

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### **Olympia, Northwest Washington, and East of the Cascades:**

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### **Contracted providers**

Contracted providers are expected to follow the standards of care outlined in the [Hospice Care guideline](#).

### **Hospice information for Medicare Part D**

The Hospice Information for Medicare Part D form is used by providers for documenting Part D coverage of drugs for members who are Medicare beneficiaries enrolled in hospice. This form facilitates coordination between Part D plans, hospices, and pharmacists. Two primary uses are to document that a drug is unrelated to a Medicare beneficiary member's terminal prognosis, and to convey the Medicare beneficiary member's change in hospice status.

When providers submit this form prospectively, it ensures that Kaiser Foundation Health Plan of Washington will be able to determine whether a drug is related or unrelated to the Medicare beneficiary member's terminal prognosis and, therefore, whether the drug is covered under Part D.

The form may also be used for contracted providers to communicate and update the medications list from the Medicare beneficiary member's plan of care.

**Where to send the form**

Kaiser Foundation Health Plan of Washington  
Pharmacy Administration Help Desk  
Mailstop: GSE-B2s-01  
2921 Naches Ave S.W. Renton, WA 98057

**Fax:** 1-866-510-1765

- [Hospice Information for Medicare Part D Form \(WORD\)](#)
- [Instructions for Providers Completing the Form \(PDF\)](#)
- [NCPDP Instructions for Hospice Status \(PDF\)](#)

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