



## 2023 ADMISSION/TRANSFER MANAGEMENT CALL SCHEDULE

The attached list is the Admission/Transfer Management Call Schedule for 2023. If you are experiencing admission authorization difficulties, transfer difficulties or excessive wait times and need assistance to help facilitate your request, please contact the designated person on call.

### Holidays – 2023

Memorial Day	Monday May 29. Will reopen Tuesday May 30 at 8 a.m.
Labor Day	Monday, September 4. Will reopen on Tuesday September 5 at 8 a.m.
Thanksgiving Day	Thursday, November 23. Will reopen on Friday November 24 at 8 a.m.
Christmas Day	Monday, December 25. Will reopen Tuesday December 26 at 8 a.m.
New Year's Day	Monday, January 1, 2024. Will reopen Tuesday January 2 2024 at 8 a.m.

### 1. **Reminders**

- Please do not request an admission unless there is an order from a physician. HAP is unable to accept a request for an admission in the absence of an order by a physician.
- Complete clinical information supporting the service requested for an acute care setting should be submitted **at the time** of submission for the request to be medically screened appropriately.
- To facilitate a timely payment for a submitted claim, please enter the discharge date online through our Authorizations application, CareAffiliate upon the member's discharge. If unable, please call **(313) 664-8833** option #2 and notify HAP staff.

### 2. **Admissions and Transfer Program is open 8 a.m. 5 p.m., Monday – Friday. It is closed:**

- Every Saturday and Sunday
- Memorial Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day (see holidays above)

### 3. **Elective Admission department will be closed for:**

- Memorial Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day (see holidays above)

### 4. **Pre-certs for Skilled Nursing Facilities and Inpatient Physical Rehabilitation Facilities will not be performed on the following days:**

- Memorial Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day (see holidays above)

### 5. **Preauthorization process for HAP Medicare Advantage Members:**

- We partner with naviHealth to manage post-acute care for our Medicare Advantage members in the following settings: Skilled nursing facilities (SNF), Inpatient rehab facilities (IRF), and Long-term acute care (LTACH).
- Preauthorization requests need to be submitted to naviHealth by one of these methods: Online via naviHealth's portal, or via phone **(855) 514-3603** or fax **(888) 927-0718**.
- For submission requirements, FAQs and other information, please visit <https://navihealth.com/partners/hap/resources/>

**6. Highly Preferred Skilled Nursing Facilities: During business week, including holiday, after business hours and weekend closure instructions:**

- Highly Preferred Skilled Nursing Facilities will review referral information for medical appropriateness and accept members who meet skilled InterQual/CMS criteria without prior authorization from HAP.
  - The Highly Preferred Skilled Nursing Facilities will fax the necessary clinical documentation to HAP within 3-5 business days of the member's date of admission to complete the authorization process.
- Acute hospital and Henry Ford Home Health Care providers are not required to submit pre-cert information to HAP for admission to any of the designated Highly Preferred skilled nursing facilities.
- Henry Ford Home Health Care providers can refer members to Highly Preferred skilled nursing facilities for admission acceptance for members who were recently discharged from an acute care setting within the past 14 days, required daily skilled services, and have failed in their home setting.
- The Highly Preferred Skilled Nursing Facility process is not available for HAP Medicare members that naviHealth manages and does require prior authorization.
- If there are questions or concerns, hospital case managers and discharge planners, skilled nursing facility staff or inpatient rehab unit staff may contact the HAP management on call on a 24/7 basis. The current on call schedule is available online:
  - Visit **hap.org/providers**; *Provider resources*; *Admission & Transfer Management On-Call Schedule*
  - Log in at **hap.org**; *Quick Links*; *Admission & Transfer Management On Call Schedule*

**7. HAP's Restore Care Coordination Programs**

- HAP members that are admitted to your facility may be enrolled in a HAP Care Coordination program. Members enrolled in these programs are typically high risk for readmission or have multifaceted clinical and psychosocial issues and require intense care coordination efforts on the part of their case managers to stabilize their clinical condition and prevent the frequent reoccurrence of emergency room visits and urgent/emergent inpatient hospitalization.
- When a member who is enrolled in one of our HAP Care Coordination programs is admitted to the inpatient hospital setting, the RN Health Care Coordinator may contact the hospital Utilization Review or Case Management department to obtain a current clinical status and discharge plan. As the case manager in the outpatient setting, the RN Health Care Coordinator may also be able to share valuable information with the hospital case manager regarding the member's barriers to care, home situation and ability to manage their condition in the outpatient setting. We appreciate your assistance in supplying timely clinical updates and discharge plans and partnering with our nurses to effectively coordinate the care of these members to prevent readmissions.

**8. HAP's Comfort and Palliative Care Program**

- HAP, in partnership with Henry Ford Hospice, Reverence Home Care and Hospice of Michigan, has a "Comfort & Palliative Care" program for members who have difficulty managing their end-stage, terminal conditions alone. The program differs from traditional home hospice care in that it provides both curative and palliative treatment options. The program allows healthcare professionals to refer members with end-of -life conditions such as End Stage Chronic Pulmonary Disease, End Stage Congestive Heart Failure, Metastatic Cancer or Failure to Thrive, for the comfort-focused, end-of-life care that they may need. If you would like to refer a member to our program or would like more information, please call **(313) 664-8324**.

**9. HAP Fax Number for Clinical Reviews and Immediate Discharge SNF Appeals:**

- Please use fax # **(313) 664-5820** when you have clinical reviews and/or Immediate Discharge SNF Appeals to report to HAP.
- Please call **(313) 401-3928** to report an Immediate Discharge SNF Appeal.



## Admission /Transfer Management On Call Team

Ginger Johnson, Manager, SNF, LTAC, Immediate Discharge SNF Appeal	(313) 401-3928
Joshua Gilbert, Manager, Admissions and Referral Management	(313) 401-7341

**\*\*Please see page 1 for departmental closures\*\***

## Highly Preferred Skilled Nursing Facilities

### **ALLEN PARK**

HEARTLAND HEALTH CARE CENTER-ALLEN PARK  
9150 ALLEN RD  
ALLEN PARK, MI 48101

### **ANN ARBOR**

CARE AND REHABILITATION CENTER AT  
GLACIER HILLS  
1200 EARHART RD  
ANN ARBOR, MI 48105

HEARTLAND HEALTH CARE CENTER-ANN ARBOR  
4701 E. HURON RIVER DR  
ANN ARBOR, MI 48105

### **BAY CITY**

BAY SHORES SENIOR CARE AND REHAB CENTER  
3254 E MIDLAND RD  
BAY CITY, MI 48706

HEARTLAND HEALTH CARE CENTER-HAMPTON  
800 MULHOLLAND RD  
BAY CITY, MI 48708

THE CARRIAGE HOUSE OF BAY CITY  
2394 MIDLAND RD  
BAY CITY, MI 48706

### **CANTON**

REGENCY AT CANTON  
45900 GEDDES ROAD  
CANTON, MI 48188

### **CARO**

TUSCOLA COUNTY MEDICAL CARE FACILITY  
1285 CLEAVER RD  
CARO, MI 48723

### **DEARBORN**

BEAUMONT REHABILITATION &  
CONTINUING CARE, DEARBORN  
16391 ROTUNDA DR  
DEARBORN, MI 48120

HENRY FORD VILLAGE, INC  
15101 FORD RD  
DEARBORN, MI 48126

### **DETROIT**

ALPHA MANOR NURSING HOME  
440 E GRAND BLVD  
DETROIT, MI 48207

HARTFORD NURSING & REHABILITATION CENTER  
6700 W OUTER DR  
DETROIT, MI 48235

OMNI CONTINUING CARE  
5201 CONNER  
DETROIT, MI 48213

QUALICARE NURSING HOME  
695 E GRAND BLVD  
DETROIT, MI 48207

### **DURAND**

DURAND SENIOR CARE AND REHAB CENTER, LLC  
8750 E MONROE RD  
DURAND, MI 48429

### **EAST LANSING**

MEDILODGE OF EAST LANSING  
1843 N HAGADORN RD  
EAST LANSING, MI 48823

### **ESSEXVILLE**

BAY COUNTY MEDICAL CARE FACILITY  
564 W HAMPTON ROAD  
ESSEXVILLE, MI 48732

### **FARMINGTON**

MEDILODGE OF FARMINGTON  
34225 GRAND RIVER AVE  
FARMINGTON, MI 48335

### **FENTON**

WELLBRIDGE OF FENTON  
901 PINE CREEK DRIVE  
FENTON, MI 48430

**FLINT**

HEARTLAND HEALTH CARE CENTER-BRIARWOOD  
3011 N CENTER RD  
FLINT, MI 48506

**FLUSHING**

HEARTLAND HEALTH CARE CENTER-FOSTRIAN  
540 SUNNYSIDE DR  
FLUSHING, MI 48433

**FORT GRATIOT**

MEDILODGE OF PORT HURON  
5635 LAKESHORE  
FORT GRATIOT, MI 48059

**FRANKENMUTH**

MEDILODGE OF FRANKENMUTH  
500 W GENESEE  
FRANKENMUTH, MI 48734

**FRASER**

SANCTUARY AT FRASER VILLA  
33300 UTICA RD  
FRASER, MI 48026

**GRAND BLANC**

MEDILODGE OF GRAND BLANC  
11941 BELSAY RD  
GRAND BLANC, MI 48439

REGENCY AT GRAND BLANC  
1330 GRAND POINTE COURT  
GRAND BLANC, MI 48439

THE OAKS AT WOODFIELD  
5370 E BALDWIN ROAD  
GRAND BLANC, MI 48439

**GROSSE POINTE WOODS**

HEARTLAND HEALTH CARE CENTER -  
GROSSE POINTE WOODS  
21401 MACK AVE  
GROSSE POINTE WOODS, MI 48236

**HOWELL**

WELLBRIDGE OF BRIGHTON  
2200 DORR ROAD  
HOWELL, MI 48843

**JACKSON**

ALLEGRA NURSING AND REHAB  
434 W NORTH ST  
JACKSON, MI 49202

**KAWKAWLIN**

HURON WOODS NURSING CENTER  
1395 S HURON RD  
KAWKAWLIN, MI 48631

**LAPEER**

LAPEER COUNTY MEDICAL CARE FAC  
1455 SUNCREST DR  
LAPEER, MI 48446

**STONEGATE HEALTH CAMPUS**

2525 DEMILLE ROAD  
LAPEER, MI 48446

**LINDEN**

CARETEL INNS OF LINDEN  
202 SOUTH BRIDGE STREET  
LINDEN, MI 48451

**LIVONIA**

MARYCREST MANOR  
15475 MIDDLEBELT RD  
LIVONIA, MI 48154

**MAYVILLE**

FISHER SENIOR CARE AND REHAB  
521 OHMER RD  
MAYVILLE, MI 48744

**MILFORD**

MEDILODGE OF MILFORD  
555 HIGHLAND AVE  
MILFORD, MI 48381

WEST HICKORY HAVEN  
3310 W COMMERCE RD  
MILFORD, MI 48380

**MONROE**

FOUNTAIN VIEW OF MONROE  
1971 N MONROE STREET  
MONROE, MI 48162

MEDILODGE OF MONROE  
481 VILLAGE GREEN LANE  
MONROE, MI 48162

**MONTROSE**

MEDILODGE OF MONTROSE INC  
9317 W VIENNA RD  
MONTROSE, MI 48457

**NOVI**

WELLBRIDGE OF NOVI, LLC  
48300 11 MILE ROAD  
NOVI, MI 48374

**OWOSSO**

SHIAWASSEE COUNTY MED CARE FAC  
275 CALEDONIA DRIVE  
OWOSSO, MI 48867

**RIVERVIEW**

RIVERGATE TERRACE  
14141 PENNSYLVANIA  
RIVERVIEW, MI 48193

**ROCHESTER HILLS**

MEDILODGE OF ROCHESTER HILLS, INC  
1480 WALTON BLVD  
ROCHESTER HILLS, MI 48309

**ROMEO**

WELLBRIDGE OF ROMEO, LLC  
375 SOUTH MAIN STREET  
ROMEO, MI 48065

**SAGINAW**

COVENANT MEDICAL CENTER, INC  
515 N. MICHIGAN  
SAGINAW, MI 48602

HOYT NURSING & REHAB CENTRE  
1202 WEISS ST  
SAGINAW, MI 48602

SAGINAW SENIOR CARE AND REHAB CENTER, LLC  
4322 MACKINAW ROAD  
SAGINAW, MI 48603

**SHELBY TOWNSHIP**

SHELBY NURSING CENTER  
46100 SCHOENHERR RD  
SHELBY TOWNSHIP, MI 48315

**SOUTHFIELD**

THE LAKELAND CENTER  
26900 FRANKLIN ROAD  
SOUTHFIELD, MI 48034

MEDILODGE OF SOUTHFIELD  
26715 GREENFIELD RD  
SOUTHFIELD, MI 48076

**STERLING HEIGHTS**

HEARTLAND HEALTH CARE CENTER-  
STERLING HEIGHTS  
38200 SCHOENHERR ROAD  
STERLING HEIGHTS, MI 48312

MEDILODGE OF SHORELINE  
14900 SHORE LINE DR  
STERLING HEIGHTS, MI 48313

MEDILODGE OF STERLING HEIGHTS  
14151 E 15 MILE RD  
STERLING HEIGHTS, MI 48312

**WARREN**

AUTUMN WOODS RESIDENTIAL HLTH  
29800 HOOVER RD  
WARREN, MI 48093

**WEST BLOOMFIELD**

WEST BLOOMFIELD NURSING & CONV  
6445 W MAPLE  
WEST BLOOMFIELD, MI 48322

**WESTLAND**

WESTLAND CONVALESCENT & REHAB CENTER  
36137 W WARREN  
WESTLAND, MI 48185

**YALE**

MEDILODGE OF YALE, INC  
90 JEAN ST  
YALE, MI 48097