

Memo

From: Ginger Johnson, Manager of the Admission/Transfer team, Health and Network Management (HNM)

Health Alliance Plan (HAP)

Date: August 16, 2021

Re: September 2021, October 2021, November 2021, and December 2021 - Admission/Transfer Management Call Schedule

The attached list is the **Admission/Transfer Management Call Schedule for September 2021, October 2021, November 2021, and December 2021**. 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 the call schedule.

1. Reminders

- Please do not request an admission unless there is an order from a physician. Health Alliance Plan 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 into the provider portal 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 AM-5 PM, Monday – Friday except for:

- Admissions and Transfer Program is closed every Saturday and Sunday
- Labor Day: Monday, September 6th. Will reopen on Tuesday, September 7th @ 8 AM.
- Thanksgiving Day: Thursday November 24th. Will reopen on Friday November 25th @ 8 AM.
- Christmas Day observed: Friday, December 24th (observed).
- New Years Day observed: Friday, December 31st (observed).

3. Elective Admission department will be closed for the holiday as noted below:

- Labor Day: Monday, September 6th. Will reopen on Tuesday, September 7th @ 8 AM.
- Thanksgiving Day: Thursday November 24th. Will reopen on Friday November 25th @ 8 AM.
- Christmas Day observed: Friday, December 24th (observed).
- New Years Day observed: Friday, December 31st (observed).

4. Pre-certs for Skilled Nursing Facilities and Inpatient Physical Rehabilitation Facilities will not be performed on the following days due to holiday closure:

- Labor Day: Monday, September 6th. Will reopen on Tuesday, September 7th @ 8 AM.
- Thanksgiving Day: Thursday November 24th. Will reopen on Friday November 25th @ 8 AM.
- Christmas Day observed: Friday, December 24th (observed).
- New Years Day observed: Friday, December 31st (observed).

5. Preauthorization process for HAP Medicare Advantage Members:

- We recently announced our partnership 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 MA 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 accessible via the HAP website at www.hap.org and select 'HCM 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 HF 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 # of **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**.

Health Alliance Plan
Admission /Transfer Management Call Schedule
Ginger Johnson, Manager Admissions, SNF, LTAC,
IMMEDIATE DISCHARGE SNF APPEAL 313 401 3928
Melissa Thomas, Admissions Supervisor 313 401 5105
Josh Gilbert RMT manager: 313-401-7341

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

September 2021-Melissa Thomas on call for the month of September.

Melissa Thomas, Admissions Supervisor 313 401 5105

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6 Labor Day Closed	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October 2021 Ginger Johnson on call for the month of October

Ginger Johnson, Manager Admissions, SNF, LTAC,
IMMEDIATE DISCHARGE SNF APPEAL 313 401 3928

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November 2021 Josh Gilbert on call for the month of November

Josh Gilbert RMT manager: 313-401-7341

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Thanksgiving Day Closed	26	27
28	29	30				

December 2021 Melissa Thomas on call for the month of December.

Melissa Thomas, Admissions Supervisor 313 401 5105

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Christmas Day Observed Closed	25
26	27	28	29	30	31 New Years Day Observed Closed	



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

