Memo

From:  Melanie Lacek, Manager of the Admission/Transfer team, Health and Network Management (HNM)
       Health Alliance Plan (HAP)
Date:  04/16/19
Re:    June, July & August 2019 - Admission/Transfer Management Call Schedule

The attached list is the Admission/Transfer Management Call Schedule for June, July & August 2019. 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
   - Independence Day: Thursday, July 4th. Will reopen Friday, July 5th @ 8 AM.

3. **Elective Admission department will be closed for the holiday as noted below:**
   - Independence Day: Thursday, July 4th. Will reopen Friday, July 5th @ 8 AM.

4. **Pre-certs for Skilled Nursing Facilities and Inpatient Physical Rehabilitation Facilities will not be performed on the following days due to holiday closure:**
   - Independence Day: Thursday, July 4th. Will reopen Friday, July 5th @ 8 AM.

5. **Inpatient Rehab Pre-certs- Holiday, after business hours and weekend closure Instructions:**
   - Special arrangements have been made with inpatient rehab units listed below to accept HAP members from acute care setting without prior authorization from HAP, on the days that the HAP Inpatient Rehab and SNF pre-certification program is closed.
   - Hospital case managers and discharge planners should follow the steps listed below to facilitate continued medical management and payment authorization:
     1. Assess the patient for the level of care that is medically appropriate according to InterQual and CMS criteria.
2. Ensure that the patient is directed to the appropriate level of care and facility based on the current clinical status.
3. Coordinate placement of the patient in the appropriate facility based on the requirements listed above.
4. Fax or send via Allscripts to HAP the pre-certification information used to determine medical appropriateness, the setting and name of site selected for any inpatient rehab placement, prior to the patient’s discharge from the hospital.

**Inpatient Rehab Units:**
- For Henry Ford Medical Group assigned patients:
  2. Henry Ford Wyandotte hospital
- For NON-Henry Ford Medical group network assignments:
  1. Beaumont-Royal Oak
  2. Children’s hospital
  3. Ascension Crittenton hospital
  4. Genesys hospital
  5. HF Macomb-Clinton Twp.
  6. HF Wyandotte hospital
  7. McLaren hospital
  8. Ascension- St. John hospital
  9. Beaumont Taylor
  10. Ascension Providence hospital
  11. Rehabilitation Institute of Michigan
  12. Sinai-Grace hospital
  13. Ascension-St. John Macomb hospital
  15. St. Joseph Mercy Oakland

**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.
- 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](http://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 hospitalizations.
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**

Melanie Lacek, Manager - Cell: 313-401-5105  
Josh Gilbert, Team Lead - Cell: 313-401-7341

**IMMEDIATE DISCHARGE SNF APPEAL:** Ginger Johnson, Manager - Cell: 313-401-3928

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

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**June 2019**

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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

HOLLAND
WELLS OF HOLLAND
2200 DORSETT RD
HOLLAND, MI 49423

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 FACILITY
1455 SUNCREST DR
LAPEER, MI 48446

STONEGATE HEALTH CAMPUS
2525 DEMILLE ROAD
LAPEER, MI 48446

LINDEN
CARETTEL 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
WELLS OF NOVI, LLC
48300 11 MILE ROAD
NOVI, MI 48374

OWOSSO
SHIAWASSEE COUNTY MEDICAL CARE FACILITY
275 CALEDONIA DRIVE
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**RIVERVIEW**
RIVERGATE TERRACE
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RIVERVIEW, MI 48193

**WARREN**
AUTUMN WOODS RESIDENTIAL HLTH
29800 HOOVER RD
WARREN, MI 48093

**ROCHESTER HILLS**
MEIDILODGE OF ROCHESTER HILLS, INC
1480 WALTON BLVD
ROCHESTER HILLS, MI 48309

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

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

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

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

**YALE**
MEIDILODGE OF YALE, INC
90 JEAN ST
YALE, MI 48097

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

MEIDILODGE 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

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

**BERNIE BEGuin**
MEDILODGE OF SHORELINE
26715 GREENFIELD RD
SOUTHFIELD, MI 48076

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