



Admissions, Transfers & Concurrent Review Department Schedule

This list outlines the hours, contact information and process during closures for the following departments:

- Inpatient Admissions
- Transfers
- Concurrent Review
- Outpatient and Pre-Service Elective Admissions
- Inpatient Rehab at Hospitals
- Long Term Care at Acute Hospitals
- Skilled Nursing Facilities (SNFs)
- Sub-Acute Rehab

Contact Information

If you are experiencing admission authorization or transfer difficulties, or excessive wait times and need assistance to help facilitate your request, please follow this process:

During normal business hours	Call the department listed on the attached <i>Hours of Operation and Options During Department Closures</i> table
After normal business hours, weekends, holidays	Call Joshua Gilbert, Manager, Admissions, Transfers & Concurrent Review (313) 401-7341

The most up-to-date schedule can always be found when you:

- Visit hap.org/providers; *Provider resources; Admissions, Transfers & Concurrent Review Department Schedule*
- Log in at hap.org; *Quick Links; Admissions, Transfers & Concurrent Review Department Schedule*

Observed Holidays

Memorial Day	Last Monday of May. Will reopen on the next day, Tuesday at 8 a.m.
Labor Day	First Monday in September. Will reopen on the next day, Tuesday at 8 a.m.
Thanksgiving Day	Fourth Thursday in November. Will reopen the next day, Friday at 8 a.m.
Christmas Day	December 25. Will reopen the next business day at 8 a.m.
New Year's Day	January 1. Will reopen the next business day at 8 a.m.

Reminders

- Please do not request an admission unless there is an order from a physician.
- Be sure to include complete clinical information supporting the requested service for an acute care setting with your submission. This will ensure your request is medically screened appropriately.
- To help ensure timely claims payment, please enter the discharge date via our online Authorizations application, CareAffiliate, upon the member's discharge. If unable to enter online, please call **(313) 664-8833 option #2**.

Hours of Operation and Options During HAP Department Closures

HAP Department	Hours & Options
<ul style="list-style-type: none"> Inpatient Admissions Transfers Concurrent Review <p>Phone: (313) 664-8833, #3</p>	<p>Open: Monday-Friday; 8 a.m. to 5 p.m. Closed: After 5 p.m., weekends, observed holidays above</p> <p>Options during closures:</p> <ul style="list-style-type: none"> Submit request via online Authorizations application, CareAffiliate Fax (313) 664-5057 Call the next business day
<ul style="list-style-type: none"> Outpatient and Pre-Service Elective Admissions <p>Phone: (313) 664-8950</p>	<p>Open: Monday-Friday; 8 a.m. to 4:30 p.m. Closed: After 4:30 p.m., weekends, observed holidays above</p> <p>Options during closures:</p> <ul style="list-style-type: none"> Submit request via online Authorizations application, CareAffiliate Fax (313) 664-5916 Call the next business day
<ul style="list-style-type: none"> Inpatient Rehab at Hospitals Long Term Care at Acute Hospitals Skilled Nursing Facilities (SNF) Sub-Acute Rehab <p>Phone: (313) 664-8800</p>	<p>Open: Monday-Friday; 8:30 a.m. to 5 p.m. Closed: After 5:00 p.m., weekends, observed holidays above</p> <p>Options during closures:</p> <ul style="list-style-type: none"> Fax (313) 664-5820 (faxes will be processed the next business day) Call the next business day <p>Important! For admission to a SNF during closures, refer to <i>Skilled Nursing Facilities-Admissions During HAP Department Closures</i> process below.</p>

Skilled Nursing Facilities - Admissions During HAP Department Closures

Process for Acute Hospitals and Henry Ford Home Health Care

- Admit HAP patient to a facility on the attached *Skilled Nursing Facilities for Weekend & Holiday Admissions*. **Prior authorization is not required for admission to these facilities.**
- Henry Ford Home Health Care providers can refer members to these facilities 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.

Process only for Facilities on Skilled Nursing Facilities for Weekend & Holiday Admissions list (attached)

- Review admissions information for medical appropriateness.
- Accept members who meet skilled InterQual/CMS criteria without prior authorization from HAP.
- Within **3-5 business days** of the member's date of admission, fax the necessary clinical documentation to HAP to complete the authorization process.

Important

- The above process does **not** apply to HAP Medicare Advantage members. **Prior authorization is required for HAP Medicare Advantage members** via Home & Community Health (formerly naviHealth):
 - Visit their [website](#) – Fax: **(888) 927-0718** – Call: **(855) 514-3603**
- The above process does **not** apply to HAP CareSource MI Health Link members. For prior authorization, please contact HAP CareSource:
 - Visit hapcaresource.com – Fax **(844) 432-8931** – Phone: **(833) 230-2102**
- Questions or concerns, refer to Contact Information section above.

Clinical Reviews and Immediate Discharge SNF Appeals

For	Contact
<ul style="list-style-type: none">• Clinical reviews for continuation of stay• Submitting a new auth request	Fax (313) 664-5820
<ul style="list-style-type: none">• Appeal a pre-service denial• Appeal a commercial HAP policy discharge	Fax pertinent clinical information to HAP Fast Appeals (313) 664-5866
<ul style="list-style-type: none">• Medicare Advantage policy discharge appeals	Call QIO LIVANTA at (888) 524-9900

Other Programs

HAP's Care Coordination Programs

- HAP members that are admitted to a facility may be enrolled in a HAP Care Coordination program. These members are typically high risk for readmission or have multifaceted clinical and psychosocial issues. They 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.
- A HAP RN Health Care Coordinator may contact the hospital Utilization Review or Case Management department to obtain a current clinical status and discharge plan. The HAP RN Health Care Coordinator may also be able to share valuable information about the member's:
 - Barriers to care
 - Home situation
 - 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.

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.
 - 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**.



Skilled Nursing Facilities for Weekend & Holiday Admissions

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 48706

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-
FOSTRAN
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

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