

Personal Care Services Tip Sheet



FIDELIS CARE®

Personal Care Services include assistance with personal hygiene, dressing and feeding, and nutritional and environmental support functions. Such services must be essential to the maintenance of the member's health and safety in his or her own home, as determined by Fidelis Care, and in accordance with the regulations of the New York State Department of Health (DOH). The need for services is based on the completion of a Community Health Assessment (CHA) and Clinical Appointment (CA) by an Independent Practitioner who will complete a Physicians Order (PO) through New York States Independent Assessor Program (NYIAP).

Contact Information	
Provider Call Center	1-888-FIDELIS (1-888-343-3547), and follow the prompts
Member Services	
Authorizations	
Personal Care Services	

COVERED SERVICES

<u>Level I</u>	<u>Level II</u>
<p>Shall be limited to the performance of nutritional and environmental support functions. Nutritional and environmental support functions shall include some or total assistance with:</p> <ul style="list-style-type: none"> • Making and changing beds • Dusting and vacuuming the rooms • Light cleaning of the kitchen, bedroom and bathroom • Dishwashing • Listing needed supplies • Shopping for the member if no other arrangements are possible • Member's laundering, including necessary ironing and mending • Payment of bills and other essential errands • Preparing meals, including simple modified diets 	<p>Shall include the performance of nutritional and environmental support functions and personal care functions. Personal care functions shall include some or total assistance with:</p> <ul style="list-style-type: none"> • Bathing of the member • Dressing • Grooming • Toileting • Walking • Transferring from bed to chair or wheelchair • Preparing of meals in accordance with modified diets • Feeding • Administration of medication • Providing routine skin care • Using medical supplies and equipment such as walkers and wheelchairs • Changing of simple dressings

- **LHCSA Nursing Assessment (CPT Code T1001)** - initial nursing assessment to develop a LHCSA plan of care.
- **Nursing Supervision of Personal Care Providers (HCPCs code G0162)** – used by the LHCSA to perform a 6-month aide supervisor. Note: Note all LHCSA's are participating for HCPC code G0162.

VERIFYING MEMBER ELIGIBILITY *These suggestions are not a guarantee of coverage*

Check the member's ID card and logon to our provider portal, Provider Access Online, to verify current eligibility and coverage details. Use the Patient Search tool at: <https://providers.fideliscare.org> or the automated eligibility system on our Interactive Voice Response (IVR) at 1-888-FIDELIS (1-888-343-3547).

AUTHORIZATIONS

The need for services is based on the completion of a Community Health Assessment (CHA) and Clinical Appointment (CA) by an Independent Practitioner who will complete a Physicians Order (PO) through New York States Independent Assessor Program (NYIAP).

- Members calling into Fidelis Care requesting initial authorization for Personal Care Services will be referred to a Fidelis Care Intake Coordinator to assist the member with contacting NYIAP to schedule an initial assessment.
- Providers or members can call the NYIAP toll free helpline directly at (855) 222-8350 to initiate the request for initial assessment Monday-Friday 8:30AM-8:00PM and Saturday 10:00AM-6:00PM

BILLING

Codes and Rates Effective 4/1/2018 forward		
Service Description	HCPCS Code	Service Billing Units
Nursing Assessment including PRI & Intense cases	T1001	Per Visit
Level I (housekeeping)	S5130U1	Per 15 mins
Level II	T1019U1	Per 15 mins
Level II Mutual Case (multiple)	T1019U3	Per 15 mins
Level II Shared Aide (up to two)	T1019U2	Per 15 mins
Level II-Hard to Serve	T1019U4	Per 15 mins
Live In Level II	T1020	Per Diem (1 unit per day)
Live In Level II Mutual Case (multiple)	T1020U2	Per Diem (1 unit per day)
Live In Level II - Two Client Hard to Serve	T1020U5	Per Diem (1 unit per day)
Nursing Supervision	G0162	One per visit

CLAIMS

- All claims must be submitted within ninety (90) days from the date of service.
- Claim are processed within thirty (30) days after receipt of a clean claim submitted electronically and forty-five (45) days after receipt of a clean paper claim (Note: A "**Clean Claim**" is a claim for healthcare services that contains all required data elements).
- Participating providers may not, under any circumstance, bill a Fidelis Care member for any covered services except for applicable copayments, deductibles or coinsurances.
- To obtain the status of a claim, please visit Provider Access Online at <https://providers.fideliscare.org>.

Claim Submission Options		
Electronic Claims	Fidelis Care Payer ID # 11315 - For more information visit fideliscare.org	
Paper Claims	Professional - CMS1500	Fidelis Care Corporate Claims Department P.O. Box 898 Amherst, NY 14226-0898
	Facility – UB04	Fidelis Care Corporate Claims Department P.O. Box 806 Amherst, NY 14226-0806

REMITTANCES

Claims Remittances are available through Fidelis Care's Provider Access Online at <https://providers.fideliscare.org>. If you do not have a logon and password to access this resource, please contact your Provider Relations Representative. Remittances are also available via a HIPAA-mandated 835 Electronic Remittance Advice through a clearinghouse of your choice.

APPEALS AND REQUESTS FOR ADMINISTRATIVE REVIEWS

Medical Necessity Standard Appeals

Clinical appeals must be received within sixty (60) business days of the adverse determination and should be mailed to: **Member Services, Fidelis Care, 25-01 Jackson Ave. Long Island City, NY 11101.**

Requests for Administrative Review of Previously Processed Claim

Requests for claims reconsiderations must be submitted within sixty (60) calendar days of the date of the remittance advice. Requests for administrative review must be mailed to the P.O. Box addresses listed in the grid below.

Claim correspondence mailing addresses:

Correspondence Type*	Product	Mailing Address
<ul style="list-style-type: none"> Claim Administrative Reconsiderations Adjustments 	Medicaid Managed Care Child Health Plus Fidelis Care at Home (MLTC) HealthierLife (HARP)	Fidelis Medicaid P.O. Box 10500 Farmington, MO 63640-5001
<ul style="list-style-type: none"> Claim Appeals Claim Invoices 	Qualified Health Plans Essential Plan	Fidelis MarketPlace P.O. Box 10600 Farmington, MO 63640-5002
<ul style="list-style-type: none"> Customer Service Representative (CSR) Documentation (if using paper version) 	Wellcare By Fidelis Care Medicare Advantage Wellcare by Fidelis Care Dual Advantage Medicaid Advantage Plus	Fidelis Medicare P.O. Box 10700 Farmington, MO 63640-5003

*Excludes New and corrected claims. Please continue to send these as indicated in our provider manual.

DEMOGRAPHIC CHANGES

Submit your demographic changes online through Fidelis Care's Provider Access Online at <https://providers.fideliscare.org> and select the **Your Directory Information** menu option on the Home page. Or, you can fax or mail data maintenance changes to the Provider Relations Department in your area at least thirty (30) days prior to the effective date of the change (i.e. office hours, address, telephone number, and panel status). Failure to submit changes in a timely manner may result in claim denials.

HHaEXchange

As part of the approach for the 21st Century Cures Act, Fidelis Care has partnered with homecare management solutions vendor [HHaEXchange](#) to implement Electronic Visit Verification (EVV) for Personal Care Services. The implementation date of the program for all providers working with our MLTC, MAP, DUAL, HARP, and Medicaid members went live December 20th, 2021.

Through the HHaEXchange platform, users will be able to receive new members and authorizations from Fidelis Care, as well as schedule and confirm visits for those members. The HHaEXchange platform offers a robust agency management solution that can help streamline and automate time-consuming agency functions including placement, scheduling, compliance, and billing of services.

The HHaEXchange Portal provides a direct connection from homecare agencies to Fidelis Care for:

- Electronic case placement, authorizations, plan of care management and entering confirmed visits
- Free EVV solution for time & attendance and duty tracking
- Electronic billing along with pre-billing review

Agencies not currently using HHaEXchange may obtain access to the HHaEXchange Portal in order to receive authorizations and submit claims/invoice data.

As of February 14, 2022 the HHAeXchange portal *must* be utilized to prevent claim denials.

Please visit <https://hhaexchange.com/fideliscare/>

For questions and issues, email HHAeXchange at Support@hhaexchange.com

ADDITIONAL RESOURCES

Please visit the Fidelis Care website [fideliscare.org](https://www.fideliscare.org) for a complete copy of the Fidelis Care Provider Manual, educational resources, announcements, and other helpful tools.

Albany Regional Office
31 British American Blvd.
Latham, NY 12110
(518) 427-0481

New York City Regional
25-01 Jackson Ave
Long Island City, NY 11101
(718) 896-6500

Syracuse Regional Office
5010 Campuswood Drive
E. Syracuse, NY 13057
(315) 437-1835

Buffalo Regional Office
480 CrossPoint Parkway
Getzville, NY 14068
(716) 564-3630

Rochester Regional Office
100 WillowBrook Office Park
Fairport, NY 14450
(585) 383-8104