



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Out of Service Units Billing Guidance

Service Coordinator Supervisor Meeting

May 19, 2023

Agenda

1. Introductions
2. Review Out of Service Unit Billing Guidance
 - Out of Service Units
 - Residential Habilitation
 - Community Participation Services and Supported Employment
3. Introduction to BDS Budget Template (Not Included in Deck)
4. NH Easy Training
 - Hold the dates
 - Resource Materials

Out of Services Units Billing



Out of Service Units

- Out of Service (OOSvc) units allowed and reimbursed, per the Olmstead Update #3 for State Medicaid Directors, may not exceed the lesser of 30 days or the number of days for which the State authorizes a payment for “bedhold” in nursing facilities. According to State of New Hampshire Administrative Rule He-E 802.15 (d)(4) a nursing facility may not bill for more than 30 reserved bed days per resident, per state fiscal year.
- An OOSvc unit is defined as time that was not spent with an individual to render a service due to an individual’s unplanned medical, social or therapeutic leave in which the provider is open and available to provide the service.

Out of Service Units

- Residential Habilitation, Community Participation Services (CPS) and Supported Employment Services (SEP) are the only waiver services that will be issued OOSvc prior service authorizations (PA).
- No OOSvc units will be approved for any Participant Directed and Managed Services (PDMS) method of service delivery or any other waiver services (Developmental Disabilities, Acquired Brain Disorder & In Home Support).

Residential Habilitation



Residential Habilitation

- BDS will issue an OOSvc PA not to exceed 30 units per individual, per PA year.
- If an individual is not receiving Residential Habilitation services at 12:01 am, Residential Habilitation cannot be billed.
- An in-service unit and an OOSvc unit can never be billed for the same person on the same day.

Waiver Funded OOSvc Units

- PA authorized OOSvc units can be billed based on the following criteria:
 - An individual is not present for services as outlined their Individual Service Agreement (ISA);
 - The provider was ready, willing and able to provide the services; and
 - No services were rendered.
- Examples include the following **unplanned** events (not defined in the ISA):
 - Individual vacation day;
 - Individual visits their family; and
 - Individual visits with friends;

OOSvc Units Not Funded by the Waiver

- OOSvc Units cannot be billed for the following reasons:
 - Provider closure (inclement weather, no staff available, unplanned closures);
 - If a service is rendered and billed for, on a particular day, OOSvc units cannot also be billed for the same day, per PA; or
 - When the maximum OOSvc units have already been billed and paid for within the PA year.

Building a Residential PA

- Service coordinators should identify, in advance, planned day that the individual will not seek the identified services within the service authorization year, share the information with the service provider and document it in the service agreement.
- Service providers need to identify days that they will not be providing the identified service and this should be documented in the service agreement as well.
- **The requested budget must be reflective of the number of days of planned service provision only for a service authorization year**
- A residential service PA will be built based upon the number of days an individual will receive planned residential services within the service authorization year, accounting for pre-scheduled provider observed holidays/staff training days (not inclement weather closures); and pre-scheduled days the individual is not going to be receiving services.

Residential PA Examples

- An individual needs residential service 7 days per week, 52 weeks per year. There are no planned provider closures and dates the individual will not be receiving service. The following PA's will be set up:
 - One for Residential Habilitation Services equal to 365 days; and
 - One for Residential Habilitation OOSvc units equal to 30 days.
- An individual needs Residential Habilitation Service 5 days per week as they go home every weekend. The following PA's will be set up:
 - One for Residential Habilitation services equal to 260 days (5 days * 52 weeks); and
 - One for Residential Habilitation OOSvc units equal to 30 days.

Community Participation Services and Supported Employment



Community Participation Services and Supported Employment

- An OOSvc PA, not to exceed 30 days of units, dependent on the number of units the individual is receiving each week as outlined in their individual service agreement will be issued.
- An OOSvc unit is defined as time that was not spent with an individual to render a service due to an individual's unplanned medical, social or therapeutic leave in which the provider is open and available to provide the service.

Waiver Funded OOSvc Units

- PA authorized OOSvc units can be billed based on the following criteria:
 - An individual is not present for services as outlined their individual's ISA;
 - The provider was ready, willing and able to provide the services; and
 - No services were rendered.
- Examples include the following **unplanned** events (not defined in the ISA):
 - Individual vacation day;
 - Individual visits their family;
 - Individual visits with friends; or
 - Individual's sick day.

OOSvc Units Not Funded by the Waiver

- OOSvc Units cannot be billed for the following reasons:
 - Provider closure (inclement weather day, no staff available, unplanned closures);
 - When the maximum OOSvc units have already been billed and paid for within the PA year;
 - Providers will have the ability to bill for in service units and OOSvc units on the same day as long as all criteria has been met for billing an OOSvc unit; or
 - The provider must keep accurate records so they never bill more than the annualized budget on the individual even though they can bill the in service and out of service PAs on the same day.

Building a CPS/Day or SEP PA

- Service coordinators should identify, in advance, planned units that the individual will not seek the identified services within the service authorization year and share the information with the service provider and document it in the service agreement.
- The service provider will identify units that they will not be providing the identified service and document this in the service agreement as well.
- **The requested budget must be reflective of the number of units of planned service provision only for a service authorization year.**
- A CPS/Day or SEP PA will be built based upon the number of units per week an individual will receive planned CPS/Day or SEP services within the service authorization year.

NH Easy Phase Two Training Dates



NH Easy Phase Two Training Dates

Participants will only need to attend one session.

- June 13th: 1:00 to 4:00
- June 16th: 9:00 to noon
- June 20th: 1:00 to 4:00
- June 22nd: 1:00 to 4:00

Question and Answer

