

Introduction Into PACE

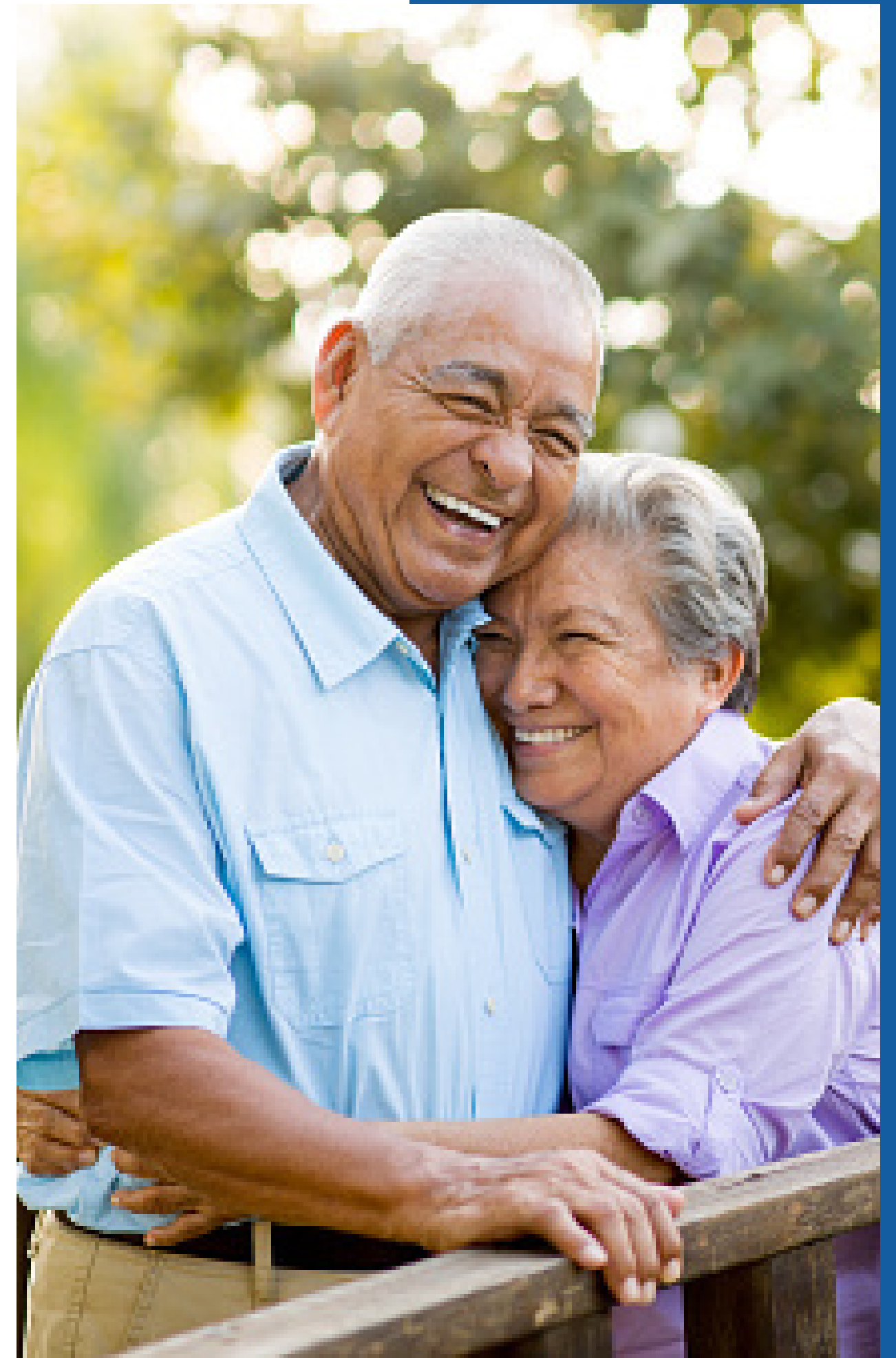
Program of All-Inclusive Care for the Elderly



Training

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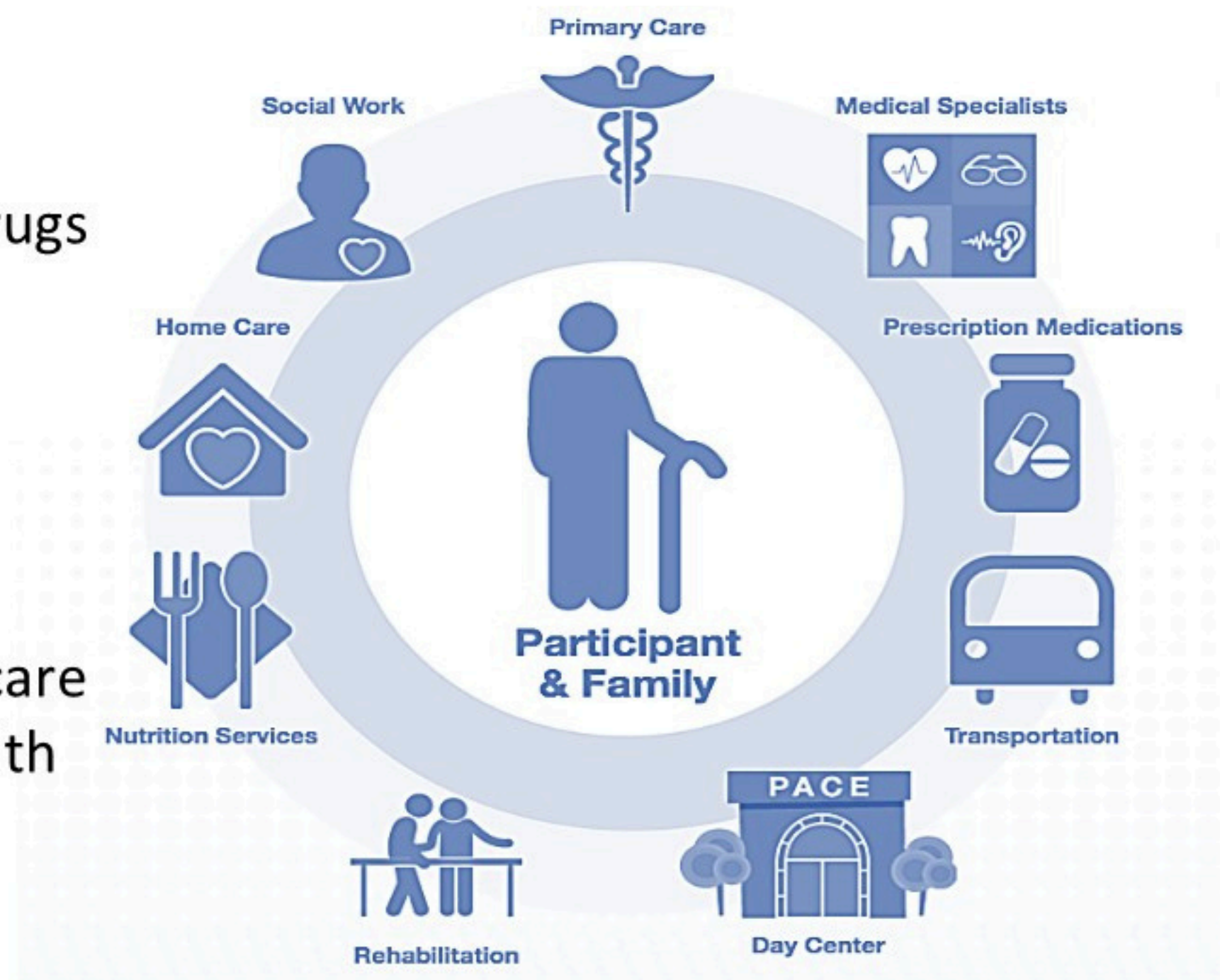


Senior CommUnity Care Mission Statement

The mission of Senior CommUnity Care PACE is to enhance the quality of life and independence for aging adults by providing services, which will help them remain in their home and in their communities.

Services Senior CommUnity Care, PACE provides their participants:

- Medical care
- Personal care
- Prescription drugs
- Social Services
- Audiology
- Dentistry
- Optometry
- Podiatry
- Home Health care
- Adult Day Health



- Transportation
- Physical Therapy
- Occupational Therapy
- Recreational Therapy
- Speech Therapy
- Skilled Nursing Care
- Hospital Care
- Nutritional Counseling
- Meals
- DME

In Home Services

Senior CommUnity Care, PACE provides care in the home and assists with activities of daily living.

Upon enrollment each participant will have an evaluation assessment to determine the level of home care needed.

Once assessment is completed, we create a home care plan that outlines specific tasks to complete for each participant.



Therapy Services

At Senior Community Care, PACE we understand that maintaining physical and occupational health is crucial for the aging population's quality of life. As we age, the ability to perform daily activities and stay physically active can significantly impact overall well-being and independence. Recognizing this, we are committed to offering comprehensive occupational and physical therapies to our participants who are experiencing physical, cognitive changes, and maintain an appropriate level of strength and mobility.

Physical Therapy

- Assessments
- Individual therapy
- Group exercise classes
- Strength and balance

Occupational Therapy

- Individual evaluation
- Fall prevention education
- Customized intervention
- Adaptive medical equipment



Transportation

PACE provides transportation to and from our center in wheelchair accessible vans. PACE also provides transportation to specialty medical appointments as needed.





Senior CommUnity Care, PACE of Colorado Service Areas

Delta County

Montrose County

Basic Participant Qualifications



55 years of age or older



Resides in Service Areas*



Able to live safely in the community



Be certified eligible for a nursing home level of care*



Meet medical & financial criteria

Eligibility Criteria: Medical

PACE utilizes a tool created by the State of Colorado, known as the Nursing Facility Level of Care (NFLOC) for patient/participant determination

The functional, or medical, criteria for nursing home coverage through Health First Colorado (Colorado Medicaid) is needing a Nursing Facility Level of Care (NFLOC), which means the applicant requires the kind of full-time care that can only be provided in a nursing home.

To determine if the Nursing Facility Level of Care requirement is for Medicaid purposes, Colorado uses the Level of Care (LOC) Determination Screening Instrument. This takes into consideration the applicant's ability to complete the Activities of Daily Living (mobility, bathing, dressing, eating, toileting) and the Instrumental Activities of Daily Living (such as shopping, cooking, cleaning and taking medications), as well as cognitive ability.

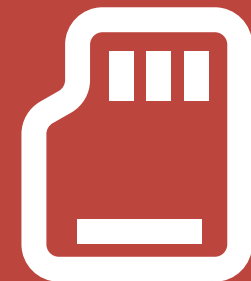
For more information please visit the link below:

<https://www.medicaidlongtermcare.org/eligibility/level-of-care/#nfloc>

Eligibility Criteria: Financial



Medicare and Medicaid reimburse PACE programs for services provided to elders who are eligible for both benefits.



This national model of care is permanently available through Medicare.



People who are eligible for Medicare but not Medicaid make monthly payments.

*To learn more please visit:

<https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/PACE/PACE>

Enrollment Process



Intake Assessment

Completed by a Senior CommUnity Care Enrollment Specialist- Gathers basic information from PPT.



Community Safety Evaluation

Completed by a Senior CommUnity Care Community Outreach Nurse-Conducts Med. History & ensures a safe home.



Enrollment Determination

Completed by the Enrollment Determination Team to approve or deny PPT, if appvd an interim care plan is created.



Pre-Enrollment Clinic Visit

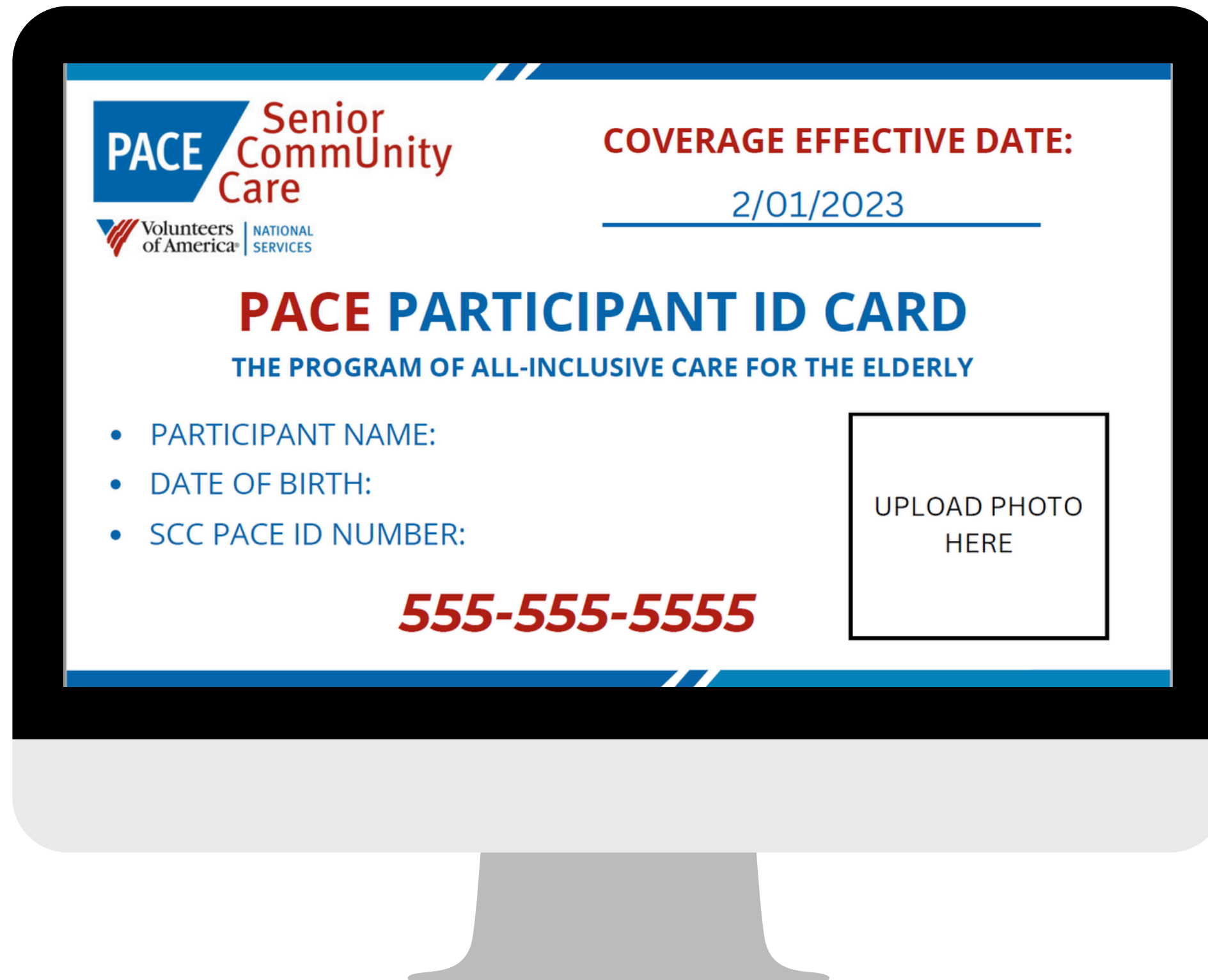
Initial conversation with our Senior CommUnity Care Provider/RN to address immediate needs



Enrollment begins the first day of next month

Within the first 30 days all assessments are completed and initial care plan is created.

VERIFY PARTICIPANT ELIGIBILITY



The image shows a computer monitor displaying a 'PACE PARTICIPANT ID CARD' form. The form has a blue header with the 'PACE Senior CommUnity Care' logo and 'Volunteers of America NATIONAL SERVICES' text. The main title is 'PACE PARTICIPANT ID CARD' with the subtitle 'THE PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY'. It includes a 'COVERAGE EFFECTIVE DATE' of 2/01/2023. There are three input fields: 'PARTICIPANT NAME:', 'DATE OF BIRTH:', and 'SCC PACE ID NUMBER:'. A red phone number '555-555-5555' is displayed. A box labeled 'UPLOAD PHOTO HERE' is on the right.

PACE Senior CommUnity Care
Volunteers of America NATIONAL SERVICES

COVERAGE EFFECTIVE DATE:
2/01/2023

PACE PARTICIPANT ID CARD
THE PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY

- PARTICIPANT NAME:
- DATE OF BIRTH:
- SCC PACE ID NUMBER:

555-555-5555

UPLOAD PHOTO HERE

To verify SCC PACE of CO eligibility:

- Call the automated voice response system at: (844) 235-2387
- Visit the web-based CO Health System at: <https://hcpf.colorado.gov/virtualagent>
- Visiting our SCC PACE Provider Portal at: www.SCCPACEProviders.org (click on the claims portal button)

For more information please visit:
<https://hcpf.colorado.gov/verifying-eligibility-quickguide>

The Interdisciplinary Team

The IDT is the care management mechanism for PACE. It is the collective responsibility of the IDT to assess, coordinate and provide the medical, social, long-term care and support services needed for each participant. ***All services must be pre-approved by the PACE IDT.***

Part of your local IDT:

- Medical Doctor/ Nurse Practitioner
- Registered Nurse
- Social Worker/ LCSW-C
- Physical Therapist
- Occupational Therapist
- Recreational Therapist
- Dietician
- Center Director
- Home Care Coordinator
- Personal Care Coordinator
- Transportation

*Emergency services are an exception and do not require pre-approval.



How to Obtain an Authorization

Utilize our Smartsheet Process for fast authorization. Visit this link:
<https://app.smartsheet.com/b/form/a370f08d3ea7407ebeedf51365589966>

Fax: Participants Office/Progress Note with requested service(s) to:

- Delta County: (970) 835-3722
- Montrose County: (970) 252-0166

Call: to request authorization at:

- Delta County: (970) 835-2900
- Montrose County: (970) 964-3500

Need to Appeal an Authorization?

Contact your local PACE IDT Team

**Note all authorizations must be pre-approved through the IDT Team*

Mental Health Consultation/Service Request

Participant Name *

First and Last

Consultation/Service Organization *

Consultation/Service Provider *

First Name, Last Name, and Title/Credentials

Date of Consultation/Service *

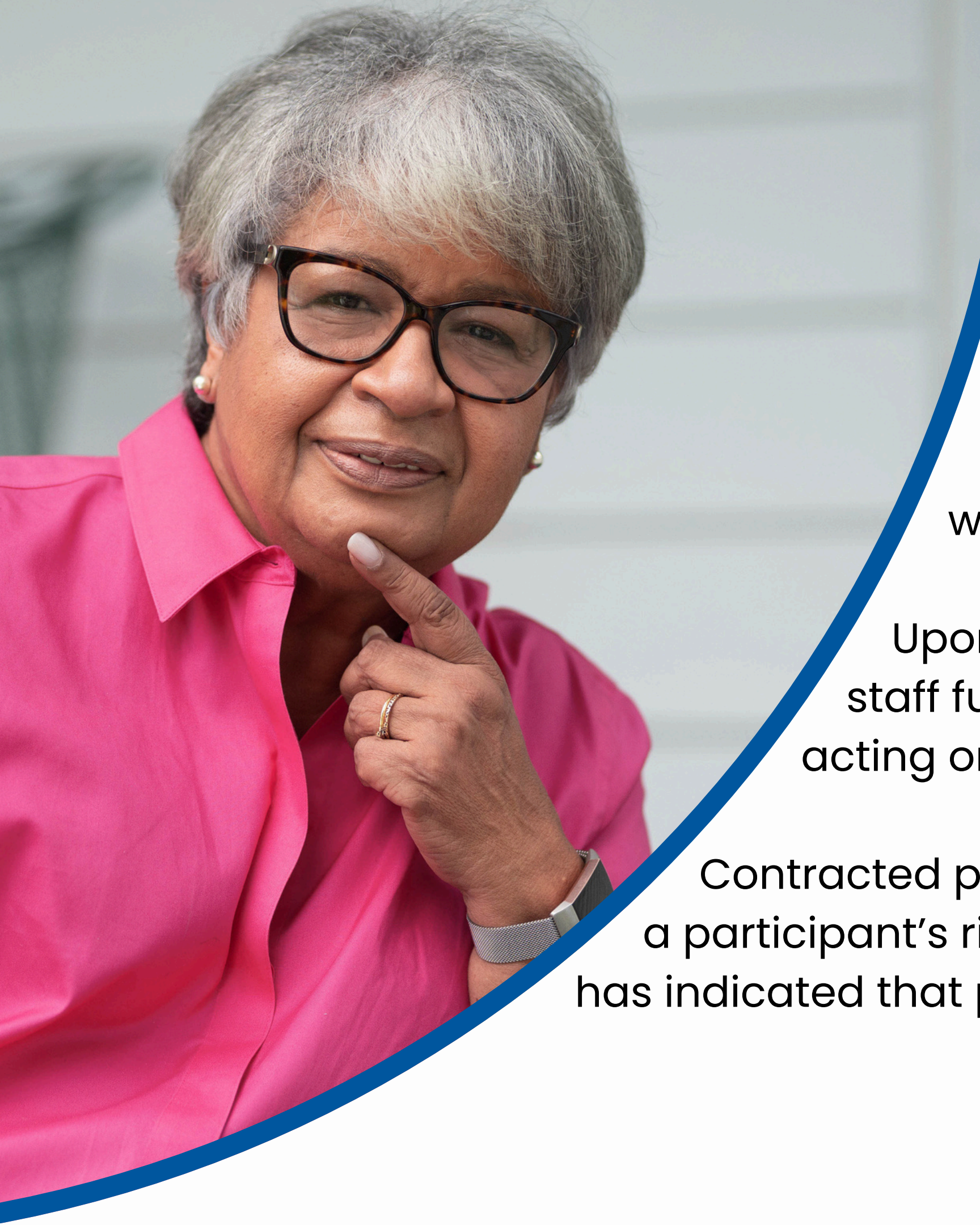
Summary of Consultation/Service *

Please provide a brief summary of services rendered with the following information included: type of visit (e.g. face to face, telehealth, etc), statement on ppt's status of treatment (progressing, regressing, goals achieved, etc.), and recommendations for follow up appointments that PACE will need to schedule.

File Upload

If you have supplemental documentation that needs to be added to our Medical Record, please upload here.

Drag and drop files here or [browse files](#)



Participant's Bill of Rights

The PACE organization is dedicated to providing its participants quality health care services. As part of our contracted network, all providers must be knowledgeable about the Participant Rights and be willing to uphold their rights.

Upon enrollment, and annually thereafter, PACE program staff fully explain these rights to participants or someone acting on their behalf.

Contracted providers are responsible for promptly notifying PACE if a participant's rights have been violated or a participant or caregiver has indicated that participant rights have been denied.

Medical Records

PACE organization must have one comprehensive medical record for each participant. The record needs to include:

- **Appropriate identifying information**
- **Documentation of all services furnished, directly or by contracted providers**
- **IDT assessments, reassessments and care plans**
- **Treatments and response to treatments**
- **Progress notes**
- **Laboratory, radiology, and other test reports**
- **Medication records**
- **Hospital discharge summaries, when applicable**
- **Reports of contact with family and other informal supports**
- **Physician Orders**
- **Disenrollment information**
- **Advance Directives**

Contractors providing direct care services are required to document these services and transmit these records to SCC promptly after services are rendered. Contracted Homecare Services: visit notes should be sent to SCC on a monthly basis.

Residential Facilities: the following records should be transmitted to SCC on a monthly basis

1. Medication administration record
2. Plan of care
3. Any other pertinent documentation (wound care notes, acute issues, etc.)



Medication Prescribing Procedures

Senior CommUnity Care, PACE provides pharmacy services to participants including same-day medication dispense and delivery.

Prescriptions and medication orders should be sent directly to SCC rather than being given to the participant.

Medication orders may be documented in visit notes that are faxed and or transmitted, but urgent medication orders should be faxed or called in to SCC when ordered.



Service Determination Request (SDR) Process

Within PACE, any request to initiate, modify, or discontinue a service made by a participant, caregiver/family member, or the participant's representative is considered a Service Determination Request (SDR).

The interdisciplinary team (IDT) is required to follow a process for SDRs defined by the PACE regulations. This process includes a needs assessment, discussion and approval/ denial by the IDT, and formal verbal and written notification to the participant.

If the IDT denies the request, it must provide a rationale for the denial. The participant, caregiver/family member, or the participant's representative has the right to appeal this determination.

The requirements of the SDR process are detailed in 42 CFR 460.121.

If a contracted provider is providing services to a participant: in their home, the PACE Center, or through transportation and receives a request from the participant, that specific request should be communicated to SCC as soon as possible (but no later than 2 days from the request being made). If the provider is not providing care in these settings, the provider should encourage the participant to communicate their request directly to PACE staff.

Service Determination Request (SDR) Process

Grievance & Appeals Process



The PACE staff and partnership team view contracted providers as partners in this process and expect that grievances voiced to our contracted providers are part of the grievance process in all settings. Grievances are tracked, analyzed and trended. The information is used to improve quality.

An Appeal is defined as a participant's action taken with respect to the PACE organization's non-coverage of, or nonpayment for a service, including denials, reductions or termination of services.

If a contracted provider is providing services to a participant: in their home, the PACE Center, or through transportation and receives a request from the participant, that specific request should be communicated to SCC as soon as possible (but no later than 2 days from the request being made). If the provider is not providing care in these settings, the provider should encourage the participant to communicate their request directly to PACE staff.

A close-up photograph of two hands, likely belonging to an older person, with fingers interlaced in a supportive grip. The skin is wrinkled and the lighting is soft, creating a warm and caring atmosphere.

Senior CommUnity Care, PACE Ethics Committee

This committee will assist Senior CommUnity Care, PACE by:

- Reviewing the ethical dimensions of medical and non-clinical decisions on behalf of the participants
- Providing guidance to Senior CommUnity Care of Colorado's Governing Body on medical-ethical issues
- Assisting in the development of procedures in documenting advance directives
- Helping to address ethical dilemmas, including end of life issues and implementation of the Patient Self-Determination Act
- Providing needed staff training around ethical issues & concerns

Claims and Billing

These are the preferred submission methods:

1.) Electronic Claim Submission

Payer ID: VNSPC

Support: Clearinghouse

2.) Direct Entry using the Provider Portal:

www.SCCPACEproviders.org

3.) Paper Claim Submission (please mail to the following address):

SCC PACE

Attn: Claims Department

7485 Office Ridge Circle

Eden Prairie, MN 55344

****Any mailed in claims must be on authentic CMS 1500 forms/ UB04 forms for processing***

HEALTH INSURANCE CLAIM FORM
APPROVED BY NATIONAL UNIFORM CLAIM COMMISSION

PICA

1. MEDICARE (Medicare#) ☐ MEDICAID (Medicaid#) ☐

2. PATIENT'S NAME (Last Name, First Name) ☐ (ID#) ☐

5. PATIENT'S ADDRESS (No., Street) ☐

CITY ☐

Claims and Billing Appeals

Disagree with a claim decision?

Appeals must be submitted timely per your contract, if you are not contracted with PACE we default to Medicare guidelines; 120 days from initial determination.

Initiate a claim dispute/appeal by using any of the ways below:

- Provider Claims Portal (PDR-Provider Dispute Resolution)
- Email: claims@voa.org
- Fax: (970) 797-1984

Written appeals: please utilize the PACE Appeal letter. You will need to complete the appeal form in its entirety, including the reasons for the disagreement and attach supporting documentation. Send the completed appeal form to the claims fax number or email above and include "Claim Appeal" in the subject line.

Per Federal regulations with PACE Programs, providers are not permitted to balance bill participants for claims that are not covered under the plan/authorized.

Credentialing and Recredentialing

PACE will make independent screening, enrollment, or credentialing determinations as required per CMS standards and will not request the submission of additional documentation from any provider. However, as part of the contracting process, PACE may collect roster information including all data elements required for claims payment and directory purposes.

After the Provider's initial Credentialing, PACE will evaluate a contracted provider's continued eligibility for contracting by re-credentialing the provider. PACE's process will occur no less frequently than every three years consistent with CMS' provider credentialing policy and procedures unless otherwise notified by CMS or the state's agency.

Each Year we will request COI's from your business to meet State Audit Compliances

Where to send provider and business updates? Any newly added providers, change of ownership or re-credentialing applications can be sent to: credentialing@voa.org

Contracting

Each provider must be enrolled in the Medicare and Medicaid programs. The Medicare and Medicaid Departments will ensure that the applicants meet all program requirements and qualifications.

Based on state and federal requirements:

- Federal and state application fees
- Training Fingerprinting Site visits
- Criminal background checks
- Federal database checks
- Verification of provider certification license and accreditation

Questions about your contract or contracted rates? Please reach out to our contracting department at: contracting@voa.org

After Hours or On-Call Procedure

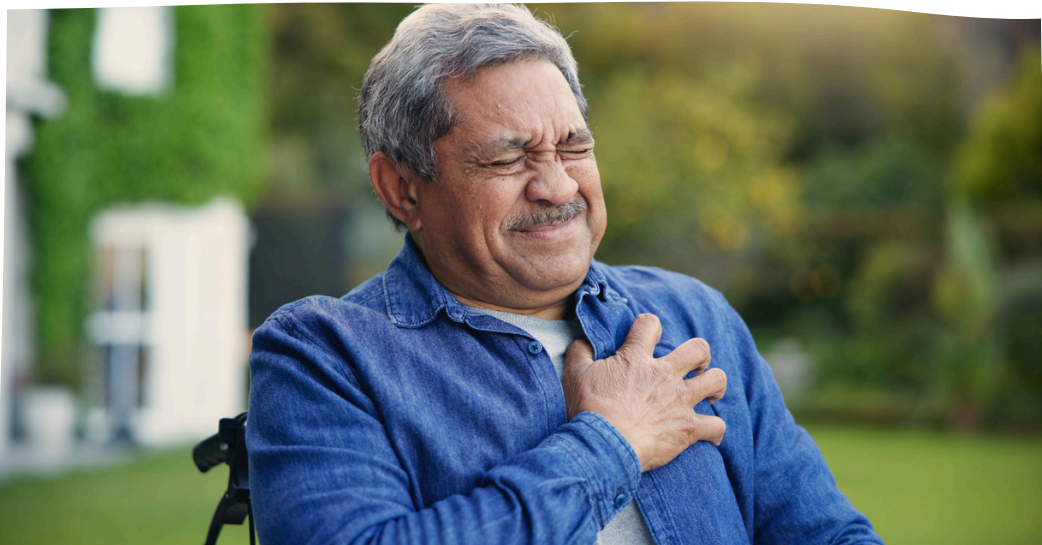
Senior CommUnity Care, PACE CO provides a nurse and provider on-call system to respond to any urgent participant needs afterhours and on weekends.

Unless life threatening, participants are encouraged to contact the Senior CommUnity Care on-call nurse if needed. Our on-call Nurses can make home visits, assess participants, conduct consultation with the on-call provider to initiate treatment or start medications.

Your local Senior CommUnity Care After Hours Hotline:

Delta County: (970) 835-2900

Montrose County: (970) 964-3500



Important Contacts

Delta County : Eckert Location

Direct Office Line: (970) 835-2900

Fax Line: (800) 420-0231

Emergency/After Hours:
(970) 835-2900

Center Director – Acacia Ator

Office: (970) 835-2988

Email: AAtor@voad.org

Executive Director – Cara Helmick, LCSW

Cell: (970) 201-9658

Email: CHelmick@voad.org

Billing & Claims Questions: claims@voad.org

Contracting Questions: contracting@voad.org

Credentialing Questions: credentialing@voad.org

Montrose County : Montrose Location

Direct Office Line: (970) 964-3500

Fax Line: (800) 420-0231

Emergency/After Hours:
(970) 964-3500

Center Director – Trisha Martinez

Office: (970) 964-3558

Email: TMartinez@voad.org

Provider Relations Representative– Linette Gerlach

Cell: (612) 409-7302

Email: lgerlach@voad.org



Continued: Important Contacts

Appointment Schedulers

Scheduling and rescheduling appointments will be done by our schedulers. This will ensure you have the appropriate paperwork including an authorization prior to the appointment, or at time of appointment:

- Eckert – Carrie Wingfield
Office: (970) 835-2979
Email: CWingfield@voa.org
- Montrose – Amanda King
Office: (970) 964-3452
Email: AmKing@voa.org

Clinical Nurse Managers

- Eckert – Rachael Beck
Office: (970) 835-2923
Email: RBeck@voa.org
- Montrose – Sherrie English
Office: (970) 964-3531
Email: SEnglish@voa.org

Integrated Care Managers

- Montrose – Mari Moreno
Office: (970) 964-3490
Email: MMoreno@voa.org
- Eckert – Terrica Garrison
Office: (970) 835-2987
Email: TGarrison@voa.org

Medical Records

- Eckert – Laura Clarke
Office: (970) 835-2957
Fax: (800) 420-0231
Email: LClarke@voa.org
- Montrose – Beckey Brown
Office: (970) 964-3551
Fax: (800) 420-0231
Email: Bebrown@voa.org

Medication Department

- Eckert – Office: (970) 835-2926
Fax: (877) 994-2059
- Montrose – Office: (970) 964-3533
Fax: (866) 310-4972

Clinic Secretaries

- Eckert – Theresa Abeyta
Office: (970) 835-2922
Fax: (970) 835-2956
Email: TAbeyta@voa.org
- Montrose – Linda Riley
Office: (970) 964-3460
Fax: (970) 249-6956
Email: LRiley@voa.org

Medical Director

- Dr. Caroline Schoo, MD
Office: (970) 835-2920
Cell: (970) 596-4529
Fax: (970) 835-2956
Email: CSchoo@voa.org

thank you

tusind tak
謝謝 dakujem vám
ngiyabongga
dziękuję
merci
baie dankie
धन्यवाद molte grazie
gracias
obrigada
obrigado
gràcies
tänan
tack så mycket
teşekkür ederim
شكرا
dank u
mahalo
teşekkür edire

suksema
danke

ANY QUESTIONS?

