

# Introduction Into PACE

*Program of All-Inclusive Care for the Elderly*

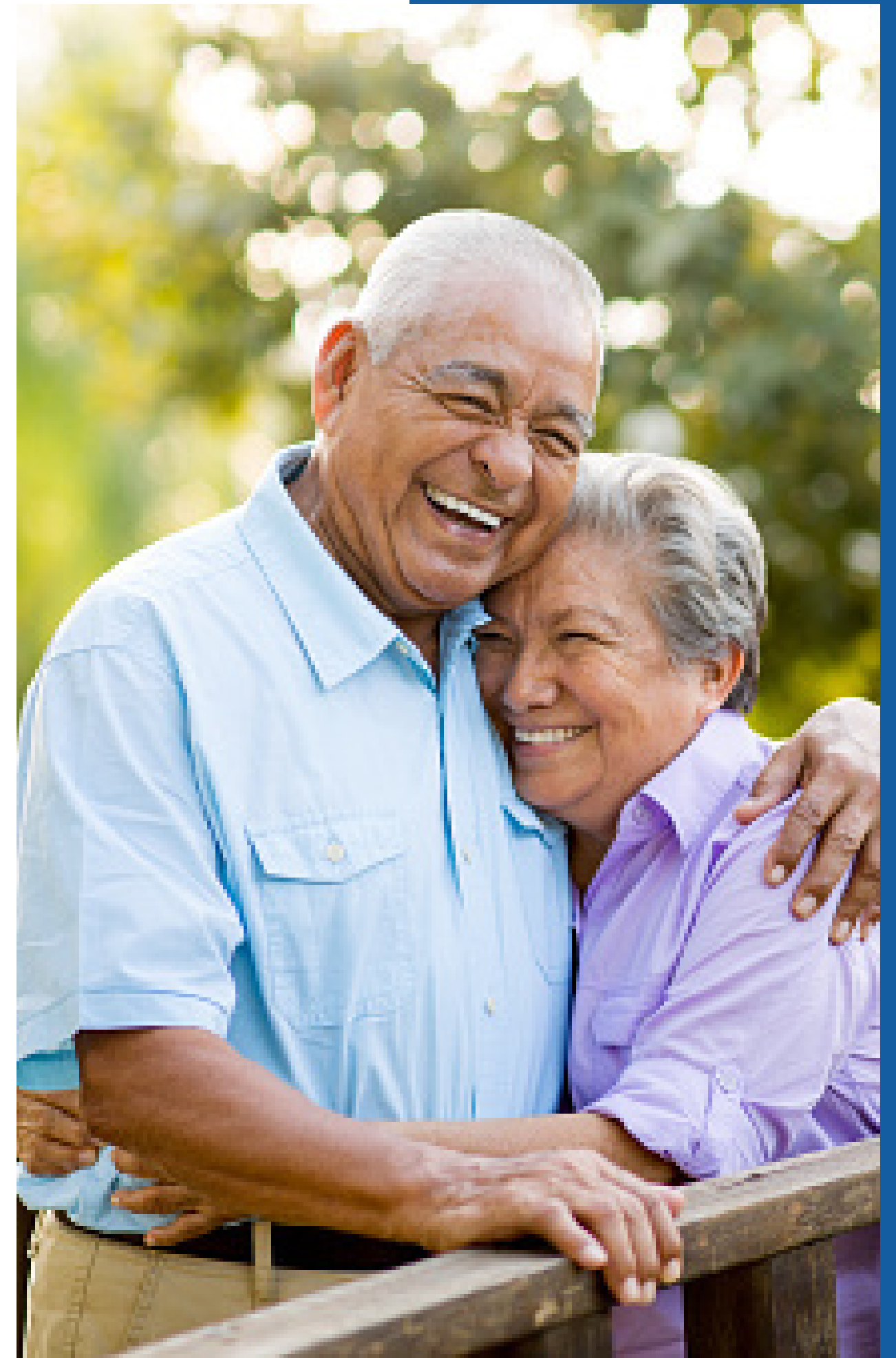




# Training

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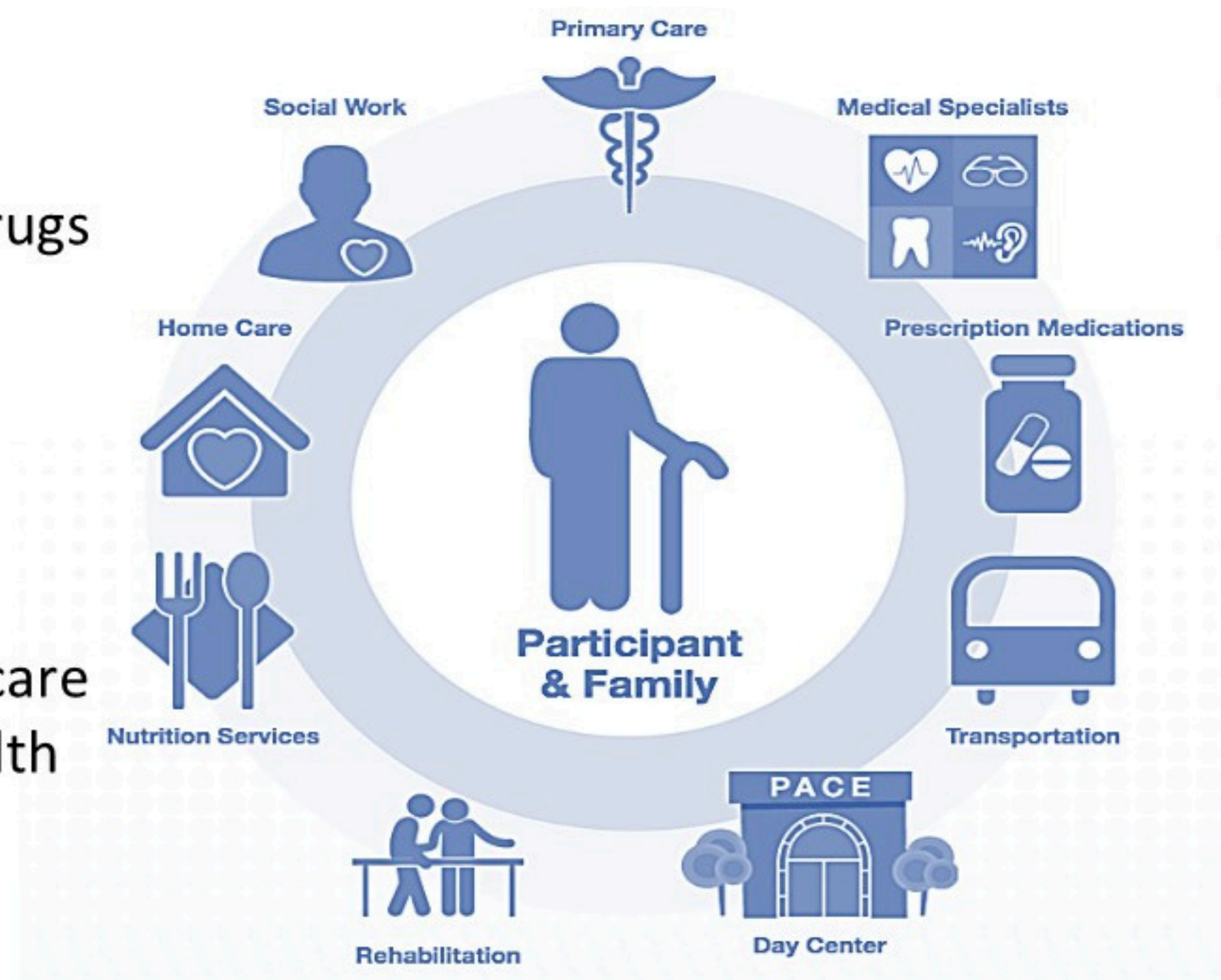
# Senior CommUnity Care Mission Statement

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 North Carolina Service Areas

- Durham County
- Wake County
- Granville County : 27522, 27603



# 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 North Carolina, known as the NCTracks-FL2 form to determine participants level of care***

A person is generally considered nursing home eligible if they need assistance with 1 or more activities of daily living (bathing, dressing, grooming, toileting, etc). Assistance can be supervision, cues or physical assistance

Persons that are independent with ADLs may be eligible with certain medical conditions or interventions that require skilled care such as tube feedings, catheter or ostomy care, wounds, and respiratory treatments. Select medical diagnoses can also qualify a person such as uncontrolled hypertension, uncontrolled Diabetes, uncontrolled CHF and ESRD.

For more information please visit the links below:

<https://www.nctracks.nc.gov/content/public/providers/prior-approval.html>

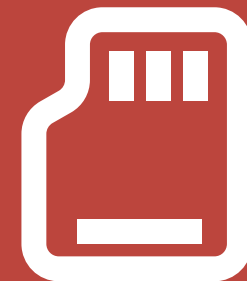
FL2 Form: <https://files.nc.gov/ncdma/Adult-Care-Home-FL2-Form--NC-Medicaid-372-124--9.2018.pdf>



# 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 to gather basic information from PPT.



## Clinical Assessment

Completed by a Senior CommUnity Care Community Provider and Social Worker



## Home Visit

Completed by a Senior CommUnity Care Occupational Therapist and Registered Nurse



## Care Planning & Initial Services

Partnership agreement between Senior CommUnity Care and Participant & caregivers/family/POA

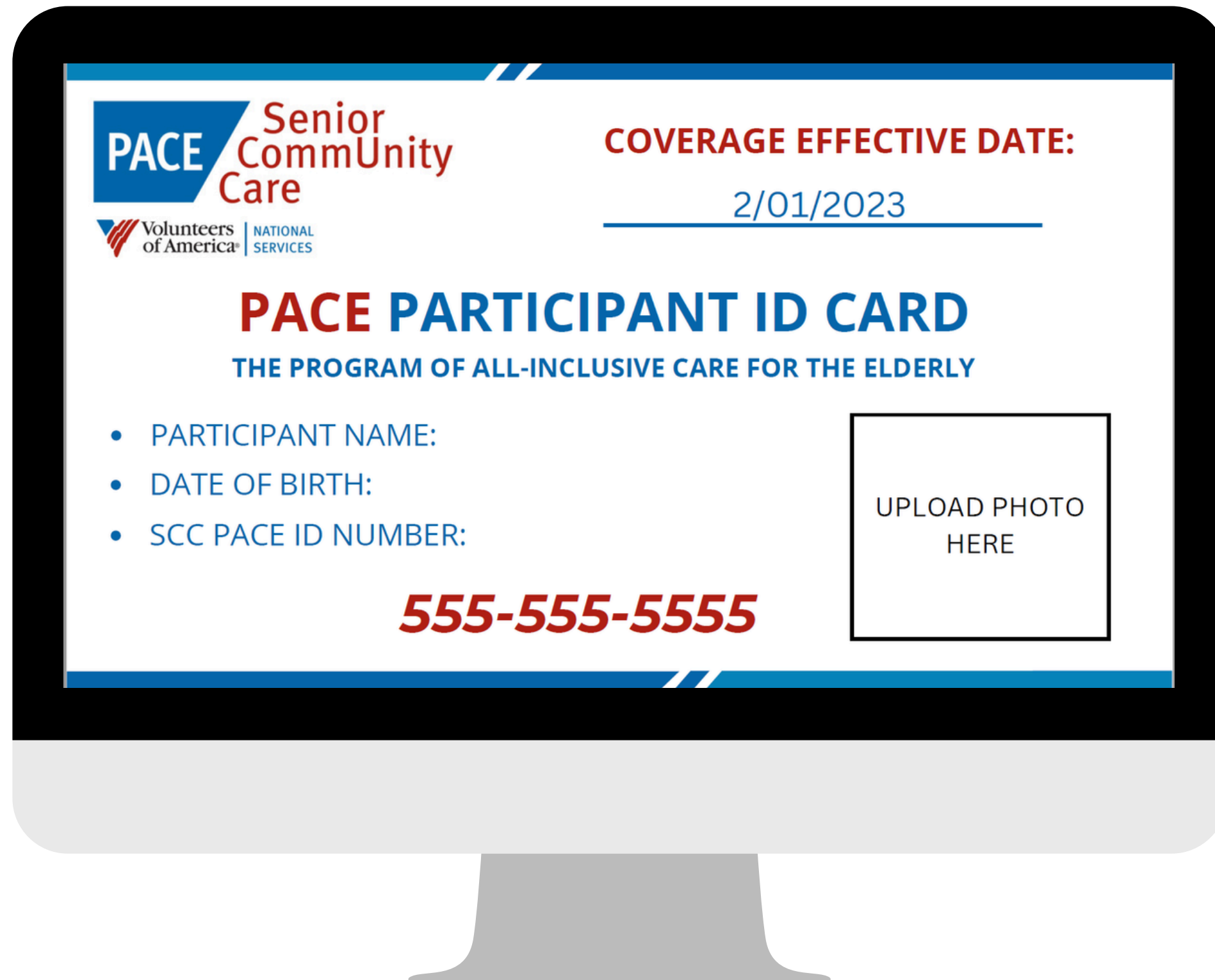


## Enrollment begins the first day of next month

Participant coverages begins the next month on the 1st



# VERIFY PARTICIPANT ELIGIBILITY



To verify SCC PACE of NC eligibility:

- Contact your local Senior Community Care of PACE, NC at: (919) 425-3000
- Visiting our SCC PACE Provider Portal at:  
[www.SCCPACEProviders.org](http://www.SCCPACEProviders.org)  
(click on the claims portal button)



# 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

Fax: Participants Office/Progress Note  
with requested service(s) to:  
(919) 425-3003

Call: to request authorization at:  
(919) 425-3015

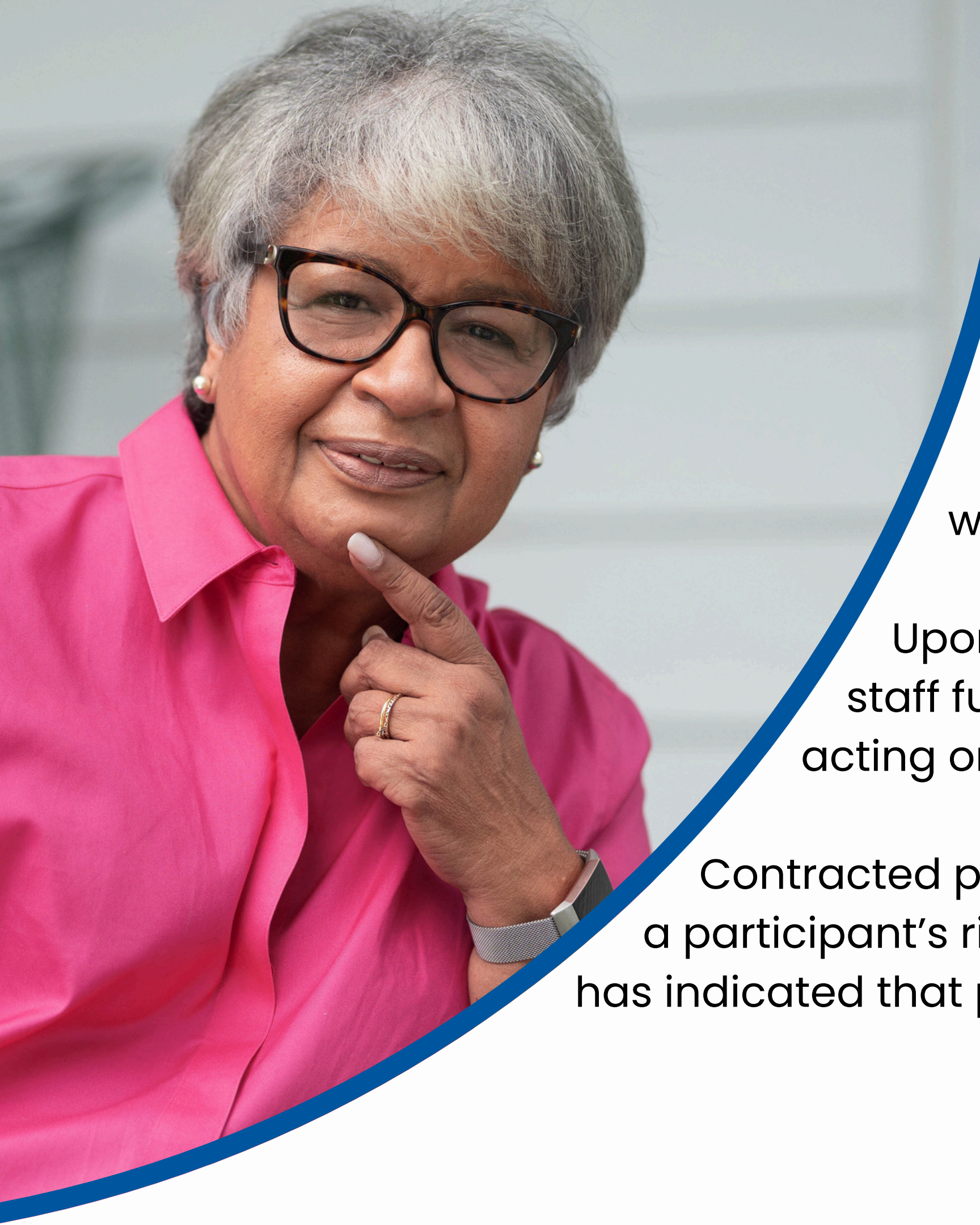
Need to Appeal an Authorization?

Contact your local PACE IDT Team

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







# 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 Senior CommUnity Care, 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 Senior CommUnity Care 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 North Carolina'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](http://www.SCCPACEproviders.org)

HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMISSION

PICA

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

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

5. PATIENT'S ADDRESS (No., Street)

CITY

TE



# 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)

Fax: (970) 797-1984

Email: [claims@voad.org](mailto:claims@voad.org)

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](mailto: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](mailto:contracting@voa.org)*

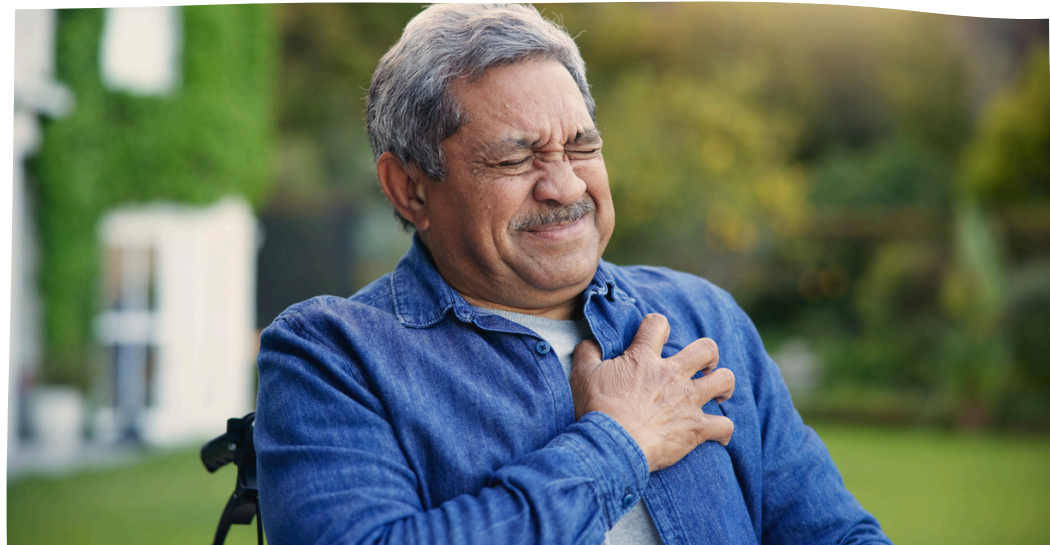


# After Hours or On-Call Procedure

Senior CommUnity Care, PACE NC 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:  
**(919) 425-3000**





# Important Contacts

*Senior Community Care of North Carolina*  
*5400 South Miami Blvd. Ste. 150*  
*Durham, NC 27703*

Direct Office Line: (919) 425-3000

Fax Line: (919) 425-3003

Emergency/After Hours: (919) 425-3000

Provider Relations Representative– Lorna Ward

Cell: (612) 409-7305

Email: [lward2@voa.org](mailto:lward2@voa.org)

Billing & Claims Questions: [claims@voa.org](mailto:claims@voa.org)

Contracting Questions: [contracting@voa.org](mailto:contracting@voa.org)

Credentialing Questions: [credentialing@voa.org](mailto:credentialing@voa.org)





thank you

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



# ANY QUESTIONS?

