

September 2017

## Inpatient hospital claims that initiate with an outpatient status

**Background:** For authorization requests received October 13, 2016, through December 2, 2016, Healthy Blue processed emergent inpatient authorizations based on the physician's order to admit. The authorization date span began on the date the physician's order was written and not the date a member entered into the facility. This method of processing applied to emergent inpatient admissions as well as medically necessary admissions that followed an outpatient observation stay.

*Health Plan Advisory (HPA) 16-34* clarifies Healthy Louisiana's policy on reimbursement for a recipient whose inpatient hospital stay began with an outpatient status. You may view or download this advisory online at the following link:

<http://new.dhh.louisiana.gov/assets/docs/BayouHealth/HealthPlanAdvisories/2016/HPA16-34.pdf>.

### What is changing?

As of December 2, 2016, Healthy Blue's process was amended to align with the Louisiana Department of Health's (LDH) policy on inpatient billing after outpatient status. This policy is outlined in *HPA 16-34*.

Section 25.5 of the LDH *Hospital Services Manual* says if a recipient is outpatient on hospital day one and converts to inpatient on hospital day two, the outpatient admit day becomes the inpatient admit day. Hospital facility charges on hospital day one are included in the inpatient stay and billed under the hospital per diem inclusive of emergency department/observation facility charges. (Professional charges continue to be billed separately.) The encounter would reflect the claim from the hospital with the admission date as the date the physician wrote orders to admit the recipient into inpatient treatment and the service from date as the date the recipient presented in outpatient status before the inpatient admission (for example, presented in the emergency room or began observation).

### What is the impact of this change?

To ensure all emergent inpatient admissions and medically necessary admissions after an outpatient observation stay are authorized and reimbursed per *HPA 16-34*, Healthy Blue is reviewing hospital authorization requests and associated claims received October 13, 2016, through December 2, 2016. If you received a denial related to this process in this time period, please do one of the following:

- Reach out to your local Provider Relations representative
- Call our Provider Relations hotline at **1-504-836-8888**
- Email us at [lainterpr@healthybluela.com](mailto:lainterpr@healthybluela.com)

Please have the list of authorizations and associated denied claim numbers available for the requested review.

### What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

<https://providers.healthybluela.com>

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