

Discharge Assistance Guide

Every attempt will be made to address all requests related to discharge planning within 48 hours after Prestige Health Choice receives the complete request. If an extension is warranted, Prestige Health Choice may extend the time needed to address the request by an additional two business days. Prestige Health Choice will mail an extension letter in addition to phone or fax notification. Please submit the requests, along with supporting documentation, as soon as needs are identified, but be sure to give the plan at least two days' notice of known discharge needs to assist with timely and safe discharge. It is also critical that you provide Prestige Health Choice with accurate discharge dates to ensure proper claims payment.

Important phone numbers and information			
Skilled nursing facility/ rehabilitation (SNF/rehab)	<p>SNF/rehab is not a covered benefit under the member's managed Medical Assistance plan (unless the member is under 18 years old). Prestige Health Choice may cover SNF/ rehab placement in lieu of inpatient care (if medically necessary) as part of the transition back to the community.</p> <p>Once an accepting facility is identified, the accepting facility must send a request to Prestige Health Choice. This request must include:</p> <ul style="list-style-type: none"> • Orders from the attending physician. • All therapy evaluations with level of care to be provided, including goals. • Pre-Admission Screening and Resident Review (PASRR) Form (SNF only). • Supporting clinical information. • Name and contact information of SNF/ rehab facility. 	<p>Fax: 1-855-236-9286</p>	<p>Contact the inpatient utilization review (UR) nurse assigned to your facility for assistance with discharge to SNF/ rehab. Call 1-855-371-8074, option 1, or call your Prestige Health Choice UR nurse directly.</p>
Durable medical equipment (DME), home health care (HH), home infusion therapy (HIT)	<p>Requests for DME/HH/HIT must be submitted with a signed physician order, supporting clinical information, and prior authorization form.</p> <ul style="list-style-type: none"> • Acceptable credentials on DME orders are M.D., D.O., ARNP, and PA. • Acceptable credentials on HH and HIT orders are M.D and D.O. An ARNP or PA require cosignature from a physician. Contact Coastal Care Services for assistance. 	<p>Authorization request form available at: www.ccsi.care/providers</p> <p>Fax: 1-855-481-0606</p> <p>Note: Facilities may submit prior authorization requests directly to participating providers, where available. Please check here for a listing of participating providers in your area: www.prestigehealthchoice.com/provider/find-provider</p>	<p>1-855-481-0505</p>

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Important phone numbers and information (continued)			
Outpatient services (e.g., therapies, wound care, or infusion therapy)	Services provided in an outpatient setting which require prior authorization can be found at www.prestigehealthchoice.com/pdf/provider/resources/prior-auth-reference-guide.pdf .	Authorization request form available at: www.prestigehealthchoice.com/pdf/provider/resources/prior-authorization-request-form.pdf Fax: 1-855-236-9285	1-855-371-8074, option 2
Retail and specialty pharmacy (see DME/HH/HIT section above for infusion therapies)	A list of drugs requiring prior authorization is available at www.prestigehealthchoice.com/provider/find-provider . Specialty drugs can be delivered to the member's place of residence (including SNF/rehab facilities, if that is where the member will reside) or the provider's office. Contact PerformRx for assistance.	Authorization request form available at: www.prestigehealthchoice.com/provider/find-provider Fax: 1-855-825-2717	PerformRx: 1-855-371-3963
Peer-to-peer review	Request peer-to-peer review within three business days of verbal or faxed notification of adverse determination. Review should be requested by the hospital care manager or attending physician. A direct contact number is required along with physician availability, so a Prestige Health Choice Medical Director can return the physician's call.		Contact the inpatient UR nurse assigned to your facility. Call 1-855-371-8074, option 1 , or call your Prestige Health Choice UR nurse directly.
Member assistance following discharge	If a Prestige Health Choice member needs any assistance to help him or her transition successfully, please refer him or her to the Rapid Response and Outreach Team.	The Rapid Response and Outreach Team can assist with scheduling follow-up appointments, discharge needs, and more.	1-855-371-8072
Non-emergency transportation	Non-emergency transportation to and from covered services is available for all Prestige Health Choice members.	Call Access2Care to arrange transportation.	1-855-381-3778
Plan assistance	If you require assistance with arranging the services outlined above, please reach out to our management team, as needed.	Supervisors: Cynthia Neeley (Inpatient) 1-561-839-2551 Patricia Brown (Inpatient) 1-561-839-2503 Hope McLaren (Outpatient) 1-561-839-2508	Managers: Donna Laber (Inpatient) 1-561-839-2509 Eileen Hernandez (Outpatient) 1-305-718-1143

