



Fallon Health guidelines and requirements

For NaviCare[®] members in long-term care

Please follow these mandatory requirements to ensure correct payment from NaviCare*:

1. Submit the Massachusetts Executive Office of Health and Human Services **Status Change for Members in a Nursing Facility or Chronic Disease and Rehabilitation Inpatient Hospital (SC1) form** to the State utilizing the usual State process and timeline.
2. Submit the **Management Minutes Questionnaire (MMQ)** through the Medicaid Management Information System (MMIS) utilizing the usual State process and timeline.
3. Provide a copy of the **SC1 form and fax confirmation and the MMQ documents and fax confirmation** to your NaviCare Navigator within five business days of submission. These documents can be given to the Navigator in person or faxed to the NaviCare Long-Term Care (LTC) Unit at 1-508-368-9030.
4. Complete the **MassHealth Long-Term-Care Services application (SACA-2)** per the State's process.
5. Contact the MassHealth LTC SC-1 unit for coding questions
 - Phone: 1-508-828-4657
 - Fax: 1-617-887-8799
6. Contact the NaviCare Government Programs Eligibility Specialist team for MassHealth LTC financial questions
 - Phone: 1-888-327-2120

* Failure to complete above requirements may result in payment suspension from Fallon Health until all requirements are met.

Please follow these mandatory requirements to facilitate care planning and coordination of care:

- Provide **medications, diagnoses, most recent physician (MD) visit, MDS and facility care plan** to your Navigator in person or faxed to the NaviCare LTC unit at

1-508-368-9030 within 30 days of admission or transfer to the facility.

- **Call your Navigator** when the member:
 - is going to be discharged
 - transfers to another facility
 - enrolls in hospice care
 - is taken to the emergency room
 - is admitted to the hospital
 - is in need of focus treatment days, bed hold days and/or comfort care days
 - expires

- **Invite your Navigator** to attend the member's care plan meeting.

Skilled level of care requests

- **Skilled level of care is managed by the Utilization Review Team.** Please contact your Utilization Management (UM) NaviCare Nurse directly for transfers or admissions to a skilled nursing facility. If you need your UM nurse's contact information, please call 1-508-368-9911.

If you have any questions, please contact your Navigator
Monday through Friday 8 a.m.–5 p.m. or fax us at 1-508-368-9030.

Your Navigator is: _____