

OASIS Alert

Reader Question: Document Your Patient Transfer Checks With this Simple Strategy

Print two pages for easy reference.

Question: We admitted a patient who had no record of an episode in HIQH. Now another agency has filed a claim before us for the same period of time and we can't bill. What can we do?

Answer: You'll need to bring the dispute to your regional home health intermediary. And the intermediary will require proof that you looked up the patient in HIQH when you admitted her, RHHI **Palmetto GBA** says in a recent job aid about patient transfers.

"Be sure to print out page 3 (of the Health Insurance Query for Home Health Agencies) and date stamp it for the beneficiary's records," Palmetto says in the aid. "Should a situation arise regarding a billing conflict, this information will be requested by Palmetto GBA."

Or Try This

Hometown Home Health in Oklahoma City, Okla. uses a different method for establishing the date of the HIQH check. Hometown "copies off page 1 -- which provides a date and time on it -- along with printing out page 3," explains **Elaine Anderson**, billing director.

"We staple these pages together and keep them for two certs before shredding," Anderson tells **Eli**. "This way we can go back and look at what was on it if we run into a problem."

Note: More information about how to deal with home health transfers and billing is in the aid on Palmetto's website. E-mail editor Jan Milliman at janm@eliresearch.com with "Transfer Job Aid" in the subject line for a free copy of the tool.