

January 24, 2020

Provider Memorandum

Hospice Room and Board Authorization Relax effective January 1, 2020 Provider Type: 39

NextLevel Health strives to maintain strong provider partnerships through claims education. One of our goals is to eliminate administrative barriers for our contracted hospice providers.

To align with the Illinois Department of Healthcare and Family Services (HFS), effective January 1, 2020, NextLevel Health will be eliminating the prior authorization requirements for Hospice Room and Board (Revenue Code 0658) services. All other authorization requirements still apply.

If you are uncertain what codes will require authorization, please use the prior-authorization look-up tool at <https://www.ilnextlevelhealth.com/>.

It is still a requirement that a Member be present on the Patient Credit File (PCF) for Hospice as consideration for payment. If there are any future changes mandated by HFS, NextLevel Health will comply.

We value our collaborative relationship and joint focus on improving healthcare for NextLevel Health Members.

Please contact your Provider Service Representative if you have any questions, or you may also contact the Provider Services Department at 833-275-6547 or via email at provider.services@nlhpartners.com.

Sincerely,

Provider Network Services Department
NextLevel Health