Anthem Blue Cross and Blue Shield

Contracted Provider Responsibility & Liability for Issuance of Notice of Medicare Non Coverage (NOMNC) to a Skilled Nursing Facility (SNF)

(Ohio only)

PURPOSE

The purpose of this communication is to remind SNFs of the NOMNC process established in 2013 by Anthem Blue Cross and Blue Shield to comply with the Centers for Medicare and Medicaid Services (CMS) mandatory requirement for all Medicare beneficiaries enrolled in Medicare Advantage Plans to receive a valid NOMNC, in a timely manner at the termination of skilled care at a SNF, to allow the member the opportunity to appeal to the Quality Improvement Organization (QIO), in the event they disagree with the termination of services.

Note: Please refer to CMS guidelines Chapter 13 Section 90.2 for the NOMNC process.

Anthem responsibility and liability:

When Anthem has approved coverage of a member’s admission to a SNF and discharge milestones are met, Anthem ensures that the member receives the verbal notification with appeal information and a valid NOMNC by sending the NOMNC to the SNF for the member to receive the NOMNC at least 2 calendar days in advance of the services ending, even if the member agrees with services ending, in compliance with CMS regulation.

Anthem’s notice period is from 7:30 a.m. to 8:00pm (in the time zone the facility is located), with the next 2 calendar days following the date of the denial notice to be considered the required 2 day notice.

Below is an outline of determining the Last Approved Day after the decision has been rendered to end services:

<table>
<thead>
<tr>
<th>If denial notice (NOMNC) issued with confirmation of verbal notification &amp; appeal information provided to the member, on the below day and time in the time</th>
<th>Then last approved day (LAD) will be on:</th>
<th>Members’ discharge will occur or member financial responsibility will begin on:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday (7:30 am-8:00pm)</td>
<td>Wednesday</td>
<td>Thursday</td>
</tr>
<tr>
<td>Tuesday (7:30 am- 8:00pm)</td>
<td>Thursday</td>
<td>Friday</td>
</tr>
<tr>
<td>Wednesday (7:30 am-8:00pm)</td>
<td>Friday</td>
<td>Saturday</td>
</tr>
<tr>
<td>Thursday (7:30 am-8:00pm)</td>
<td>Saturday</td>
<td>Sunday</td>
</tr>
<tr>
<td>Friday (7:30 am-8:00pm)</td>
<td>Sunday</td>
<td>Monday</td>
</tr>
<tr>
<td>Saturday (7:30 am – 8:00pm)</td>
<td>Monday</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Sunday (7:30 am-8:00pm)</td>
<td>Tuesday</td>
<td>Wednesday</td>
</tr>
</tbody>
</table>

Anthem’s verbal notification to the member and/or verbal or fax receipt confirmation of the delivery of the NOMNC submitted prior to 8:01 pm (in the time zone the facility is located), will be considered a valid delivery date/time to the facility.
**Anthem Contracted SNF Provider responsibility and liability:**

1. The SNF providers are responsible for delivering the NOMNC on behalf of Anthem, to the member or representative and for obtaining signature(s) the same day received by Anthem, but no later than 2 days before the member's covered services end.

2. The SNF providers are responsible to fax back the signed NOMNC within 24 hours.

3. In the event the SNF is not able to deliver the NOMNC and obtain signature(s) the same day Anthem issues the NOMNC, the SNF provider is responsible for re-issuing a NOMNC with the appropriate LAD to allow the member at least 2 calendar days in advance of the services ending.

4. In the event the member is in need of an authorized representative to acknowledge/sign the NOMNC, and the SNF is unable to deliver it to the authorized representative the same day Anthem issues it, the SNF should telephone the representative the same day the NOMNC is issued, to advise him/her when the beneficiary’s services are no longer covered. The date of the conversation is the date of the receipt of the notice. The NOMNC must be mailed on the same day.

5. The SNF provider is also responsible to issue a NOMNC (created by the SNF provider) for members who services are expected to be fewer than two days duration or when a guaranteed discharge date is in place.

6. The SNF provider is also responsible as of 3/1/18 to initiate a NOMNC for members discharged from therapy two days prior to the therapy discharge and no further skilled needs noted for skilled nursing facility level of care.

7. The SNF provider is also responsible as of 3/1/18 to initiate a NOMNC for members where a discharge date has been set and is agreed to by SNF provider and Anthem two days prior to the discharge date.

8. The SNF provider is also responsible as of 3/1/18 to initiate a NOMNC for members when IV antibiotics have been completed two days prior to the completion of antibiotics and no further skilled needs noted for skilled nursing facility level of care.

Liability will remain with the SNF in the event the acknowledgement of receipt and delivery of the NOMNC to the member or member’s representative is not completed within the same day received. The authorization through the last approved day (LAD) will remain the same for the facility. The member may receive a new NOMNC with a new LAD to extend the covered services, with no liability to the member or Anthem, in order to allow the member the adequate days/time to appeal to the QIO, should the member disagree with the termination of services.

**Anthem Medicare Advantage Member Responsibility and Liability:**
The member or representative is responsible for acknowledging receipt of the NOMNC by signing the document. The member or representative is also responsible for contacting the QIO (no later than noon of the first day after receiving the NOMNC), if he or she wishes to appeal the termination and obtain an expedited review by calling Anthem at (800) 467-1199. The member may also appeal to Anthem Appeal department should they miss their timeframe for appealing to the QIO, if the member disagrees with the termination of services.

Liability for the member will begin the day following the last approved day as specified on the NOMNC, should the member choose not to appeal the termination of services.
NOTE: QIOs must be available both to receive and respond to an enrollee’s appeal request at all times (CMS Chapter 13 Section 90.2)

Refer to Provider Contract with Anthem, Provider and Member liability for further details.

Failure to Comply With Utilization Management Program. If a reduction in or denial of payment is imposed for failure of the Covered Individual to comply with the Utilization Management Program as specified in the Covered Individual’s Health Benefit Plan, PROVIDER agrees that Anthem and Plan are not responsible for the amount of such reduction or denial. However, PROVIDER shall seek payment from the Covered Individual for such amount. If a reduction in or denial of payment is imposed for failure of PROVIDER to comply with Plan’s Utilization Management Program, as set forth in the Provider Manual, PROVIDER agrees that Anthem, Plan, and Covered Individual are not responsible for the amount of such reduction or denial.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Anthem Blue Cross and Blue Shield is the trade name of Blue Cross and Blue Shield of Georgia, Inc. Independent licensee of the Blue Cross and Blue Shield Association. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation (Compcare), which underwrites or administers the HMO policies; and Compcare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.