

## Hospital Discharge to Skilled Nursing Facilities Health and Recovery Plan (HARP) Enrollees Reference for Providers

*This document is intended to direct providers to policy and resources where a HARP enrollee requires long-term care in a SNF (Skilled Nursing Facility, Sub-Acute Rehab or Residential Health Care Facility). This document does not contain new policies or requirements.*

A member's enrollment in a HARP does not prevent a referral and/or admission to a SNF for short-term. If a HARP enrollee is in need of long-term placement in an SNF, the facility and plan must work with LDSS to have the enrollee disenrolled from their HARP to Medicaid FFS. This can happen prior to admission to a SNF, or within 48 hours of admission. It is the expectation that Managed Care Organizations (MCOs) take an active role in assessing, authorizing, and arranging for needed services in the least restrictive setting for the member.

### Process for Determining SNF Permanent Placement Status<sup>1</sup>

- SNF placement status is based on the medical determination of the SNF upon initial SNF admission, and when there is a change in resident status.
- Based on the medical determination, SNFs are required to submit [Form 3559](#), "Residential Health Care Facility Report of Medicaid Recipient Admission/Discharge/Readmission/Change in Status" or the local equivalent form to their County or Local Department of Social Services (LDSS), or in New York City (NYC), the [Form 2159i](#), "Notice of Long Term Placement Medicaid Managed Care" to Human Resource Administration (HRA).
- When a SNF submits the Form indicating permanent placement status for a HARP enrollee, the LDSS/NYC HRA will process the placement status change and disenroll the individual from HARP to Medicaid Fee For Service (FFS), back to the first day of the month of permanent placement.

### Resources and How to Report Problems

- Contact the MCO directly for assistance with discharge planning and locating a SNF in the enrollee's Plan network.
- Each county's LDSS information can be found here: [New York State Local Departments of Social Services \(LDSS\) \(ny.gov\)](#).
- The enrollee can contact [New York State of Health \(NYSOH\) | Health Plan Marketplace for Individual and Small Business Health Insurance \(ny.gov\)](#) at this number 1-855-355-5777 or [Maximus NYMC | \(nymedicaidchoice.com\)](#) at this number 1-855-789-4277 to request disenrollment from HARP to Mainstream at any time. The enrollee should inform NYSOH or Maximus NYMC the reason for the request is to access long-term/permanent placement Nursing Home care.
- For issues relating to disenrollment from HARP, please contact [mcsys@health.ny.gov](mailto:mcsys@health.ny.gov).

<sup>1</sup> LCM HARP [19lcm-3.pdf](#)

## Resources and How to Report Problems- continued

- If there is a concern that the SNF/SAR is denying admission based on HARP enrollment, please submit a Nursing Home Care Complaint, [managedcarecomplaint@health.ny.gov](mailto:managedcarecomplaint@health.ny.gov) or call the Nursing Home hotline for assistance. Information can be found here: <https://www.health.ny.gov/facilities/nursing/complaints.htm>.
- SNFs requesting assistance with payment issues can reach out to [managedcarecomplaint@health.ny.gov](mailto:managedcarecomplaint@health.ny.gov).
- In addition, the [Independent Consumer Advocacy Network \(ICAN\)](#) may be able to assist providers needing to discharge a member from the hospital to SNF. They are designated as the New York State Ombudsman program for people eligible or enrolled in Medicaid Managed Care who need long term care or behavioral health services. They can be reached at 1-844-614-8800 and [ican@cssny.org](mailto:ican@cssny.org).

## Resources and Additional Information

1. [MMC Model Contract](#) Section 10 Benefit Package
2. [Transition of Nursing Home Benefit and Population into Managed Care Policy Paper](#)
3. [Transition of Nursing Home Populations and Benefits to Medicaid Managed Care Frequently Asked Questions](#)
4. Medicaid Updates: [health.ny.gov/health\\_care/medicaid/program/update/main.htm](http://health.ny.gov/health_care/medicaid/program/update/main.htm):
  - a. Search using keyword "HARP"
5. [Library of Official Medicaid Documents \(ny.gov\)](#) Search using keyword "HARP"
  - a. [Local Commissioners Memo LCM 19 OHIP/LCM-03 HARPs \(5/13/19\)](#)

Questions about this document can be directed to [OMH-Managed-Care@omh.ny.gov](mailto:OMH-Managed-Care@omh.ny.gov)