

  Official Policy Manual	Date issued 4/21/2025	Supersedes 8/23/2017	Page 1 of 3	Section # PC-1200
	Section: Patient Care			
	Directive: Hospice Care Services			
	Policy Owner: OCMO, Bureau of Health Services			

## **A. Policy Statement**

The NYS Office of Mental Health (OMH) is committed to meeting the psychiatric and medical needs of patients by directly providing services within OMH facilities or contracting with outside agencies and providers for any specialty services that are not currently available within OMH facilities.

Hospice services are specialty services that are sometimes indicated for OMH patients who have been diagnosed with a serious terminal medical condition and/or who may be in the final stages of a terminal medical condition. Hospice services are typically provided within medical hospitals, long-term care facilities, nursing homes, or a patient's home. The goal of hospice is to keep the individual comfortable while concurrently providing the patient with dignity, support, and a quality of life.

In general, most hospice services are outside the scope of practice of the OMH medical staff. The purpose of this policy directive is to ensure that hospice services are made available to patients of OMH State Operated Facilities and to establish a uniform process for submission of bills related to hospice care.

## **B. Applicability**

This directive applies to all State Operated Facilities.

## **C. Relevant Statutes and Standards**

Mental Hygiene Law, Article 7, Office of Mental Health

## **D. Definitions**

1. OMH facility means state-operated psychiatric centers as well as OMH secure treatment facilities.
2. Patient means adults and children who are patients in an inpatient program as well as residents in a secure treatment facility.

## **E. Body of the Directive**

This policy directive consists of 2 components:

1. Required Hospice Services
2. Procedures to Follow for Hospice Services

### **1) Required Hospice Services**

When inpatients of OMH State Operated Facilities require hospice level services, the OMH facility is responsible for ensuring that the following services are made available when indicated:

- (a) Nursing services;
- (b) Physician / Nurse Practitioner services;
- (c) Medical supplies equipment and appliances
- (d) Pharmaceutical services;
- (e) Hospice aide and homemaker services;
- (f) Physical and occupational therapy;
- (g) Speech-language pathology therapy services;
- (h) Medical social services;
- (i) Nutritional services;
- (j) Bereavement services for the patient and the patient's family;
- (k) Short-term inpatient or respite services (for pain and symptom management).

### **2) Procedures to Follow for Hospice Services**

If the need for hospice services for an inpatient at an OMH State Operated facility arises, the following processes should be followed:

- (a) The facility should attempt to identify hospice providers that bill for services using the established Medicaid rate for the needed/provided hospice service(s). It is recommended that facilities take a proactive approach and maintain a list of such providers, to ensure such information is readily available when needed. A list of resources to utilize for this purpose is attached as Appendix A.

- (b) When a provider accepting the Medicaid rate(s) is identified to respond to a specific case, OMH State Operated facilities should:
  - i. Inform the facility's Patient Resource liaison;
  - ii. Obtain a written quote that substantiates that the hospice service(s) will be provided at the established Medicaid rate; and,
  - iii. Secure the hospice service(s) from the provider.
- (c) After a provider accepting the Medicaid rate(s) has been secured, facilities should routinely verify the satisfactory provision of the hospice services and timely forward any claims, bills, and/or invoices received to the OMH Consolidated Business Office's (CBO's) Outside Hospital Care (OHC) unit.
- (d) Depending on the individual circumstances, hospice services may need to include continued psychiatric treatment and psychiatric medications. In some cases, when feasible and appropriate, OMH State Operated facilities may need to send clinicians out to hospice locations for psychiatric treatment of these patients.
- (e) The OMH CBO OHC unit is responsible for ensuring the timely processing/payment of all facility-verified hospice claims received by the facility from the hospice provider(s). Bills must be invoiced and submitted in a manner that is appropriate and consistent with the established Medicaid rate(s) for such service(s);
- (f) All approved hospice service bills, claims, and/or invoices shall be directed and charged to the submitting facility's "Medical Services" allocation provided within the facility's annual Non-Personal Services (NPS) spending plan.
- (g) If the facility is unable to identify or secure a hospice provider, the OMH's Bureau of Health Services and the OMH CBO's Bureau of Procurement Enterprise Services must be immediately contacted. In such instance(s):
  - i. OMH's Bureau of Health Services or the OMH CBO's Bureau of Procurement Enterprise Services will assist the facility in timely identifying and securing a hospice provider that bills for hospice service(s) using the established Medicaid rate(s); or,
  - ii. If no such provider can be identified nor secured, the OMH CBO's Bureau of Procurement Enterprise Services will provide the facility with specific guidance and assistance to expedite procuring any required hospice services.

## Appendix

### **Hospice Care Resources**

The NYS DOH has a website for Hospice care searchable by county and services:

[https://profiles.health.ny.gov/hospice/counties\\_served/](https://profiles.health.ny.gov/hospice/counties_served/)

This link provides a directory of all 45 Hospices in NYS:

<https://profiles.health.ny.gov/directory/hospices>

This link describes and defines all hospice services offered:

<https://profiles.health.ny.gov/hospice/services>

This link describes some of the conditions that need to be met for Medicaid to cover Hospice Services: <https://www.medicaid.gov/medicaid/benefits/hospice-benefits>