



PACE Education



Your home. Your care. Your pace.

What is Immanuel Pathways?

- PACE program within the Immanuel organization and centered on the belief that:

“It is better for the well-being of seniors with chronic care needs to be served in their homes and communities whenever possible.”

What is PACE[®]?

Program of
All-inclusive
Care for the
Elderly



Source: National PACE Association, npaonline.org



Your home. Your care. Your pace.

Who does PACE[®] serve?

- **55+** years of age living in a **PACE[®]** service area
- **Assessed** to meet **nursing facility level of care**
- **Able** to live **safely** in the **community** with the services of the **PACE[®]**
- **Most** participants are eligible for **Medicare & Medicaid**



In the PACE[®] Model

- Participants receive **all** health and social services through the PACE[®] organization
- **24** hours a day, **7** days a week, **365** days a year
- The services follow the participant across all care settings
home ○ **assisted living** ○ **hospital** ○ **nursing home** ○ **back home again**
- An interdisciplinary team, including physicians, provides and **coordinates all** services for the participant

PACE® Reimbursement

- PACE® receives capitated monthly amounts from Medicare and Medicaid to provide *all* medical services to participants
- PACE® is a full risk model – if costs exceed capitated amounts, Immanuel Pathways cannot recoup funds from participants, Medicare, or Medicaid
- Although PACE® must provide all services Medicare and Medicaid provide, we have the ability to provide so much more. PACE® is proactive and preventative providing a “common sense” approach to senior healthcare.

Integrated Team, Coordinated Care

Interdisciplinary Team



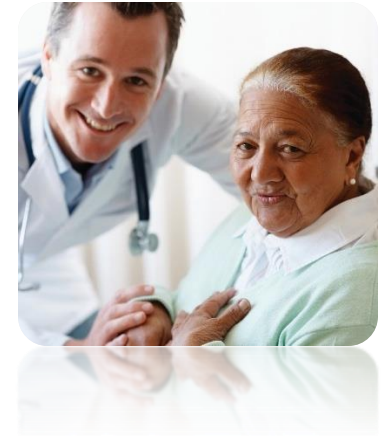
PACE[®] Center Provides

- Primary Care
- PT/OT
- Medical Transportation
- Home Care
- Prescriptions
- Participant Day Center
- Nutritional Services
- Social Services
- Spiritual Care
- Recreational Therapy
- Caregiver Support



Other PACE[®] Provided Services

- Medical Specialist Services
- Dental Care
- Eye Care
- Audiology Services
- Hospital Services
- SNF rehabilitation
- Assisted Living
- Medical Equipment
- Over the counter products that are related to health issues
- Meal Services
- And More!



PACE[®] Approach to Health Care



- Proactive/preventative
- Predictable health care costs
(Medicare capitation rates are 42-46% lower than estimates of fee-for-service expenditures.)
- Careful coordination of health care

Source: National PACE Association, npaonline.org

Key Features of PACE®

FLEXIBILITY

- **PACE®** organizations have the ability to provide services to participants as they need them and not according to Fee-for-Service schedules

ALL-INCLUSIVE CARE

- **PACE®** organizations fully integrate all Medicare and Medicaid services into one program for at-risk older adults rather than the fragmented Fee-for-Service system

INTERDISCIPLINARY CARE

- The principal care management mechanism in **PACE®** is the **interdisciplinary team** which **directly provides** and coordinates **all** care for the individual

On Average PACE® Participants...

- have **better** overall satisfaction rates, with a perceived overall **better** quality of life.
- have **better** coordinated access to much needed healthcare and services.
- spend 75% **less** time (# of days) in hospitals (when admitted).
- spend 21% **less** time (# of days) in nursing homes (when admitted).
- live 1.3 years **longer**

www.npaonline.org

http://www.census.gov/compendia/statab/cats/health_nutrition/health_care_utilization.html

http://www.npaonline.org/website/download.asp?id=1933&title=CMS:_Impact_of_PACE_on_Participant_Outcomes

Benefits of being In-Network PACE ® Providers

- Timely payment without all the difficulty or red tape other insurance companies can come with.
- If we authorize a service, we pay for that service - to include traditional and holistic care.
- Coordination of care for PACE® participants is very efficient.
- Local provider relations staff enable an open and responsive partnership

“

The reimbursement is consistent and the people at the PACE centers are easy to work with.

”

“

The PACE model leads to better patient outcomes.

”


Authorizations and Claims




Item or Service Authorizations

- We ask that all services be **pre-approved** by Immanuel Pathways prior to the appointment.
- Pre-approval is easy---using the phone number listed on the back of the participant's identification card, call the Immanuel Pathways Center clinic for eligibility and to obtain an authorization number for the service.

PACE Iowa



Name: CASE TEST
Effective Date: 08/01/2017
ID#: 99399
Group ID #: IPPIA



Payer ID #: 53534 **Group ID #: IPPIA**

Prior Authorizations are required for all services. Unauthorized non-emergency services will not be paid by Immanuel Pathways. Only Emergency Services may be provided without prior authorization; however notice must be provided to Immanuel Pathways within 24 hours. In an emergency call 911 or go to the nearest emergency room. Note: This card does not guarantee coverage.

Mail Claims to:
1044 North 115th Street, Suite 500
Omaha, NE 68154

Participant Services: Claims:
712-256-7223 402-829-3293

Clinic Follow-Up

- We make scheduling follow-up appointments simple. Send provider recommendations for follow up, procedures, medications, etc., to Immanuel Pathways via clinic fax and Immanuel Pathways will ensure follow-up steps are taken.
- The Immanuel Pathways center will work with your office and the participant to schedule follow up and referral appointments based on provider recommendations.

Submitting Claims

- Because there are no patient responsibilities, co-payments, or deductibles for PACE® participants—no statements or bills need to be sent to either the participant or submitted to Medicare or Medicaid.
- We do ask that claims to be submitted on standard CMS UB-04 or CMS 1500 form:
 - Unique authorization number listed on the claim
 - Appropriate CPT/HCPCS and modifier (if necessary)
 - Diagnosis code(s) provided
- **Claims will be denied for missing medical records and authorization numbers.**

Claims Information

- Immanuel Pathways requests that all claims be submitted electronically, if possible.
- Claims must be submitted within one hundred eighty (180) days of date of service. Claims submitted after the one hundred eighty (180) day period, will be denied for timely filing.
- Immanuel Pathways will pay claims within thirty (30) days of receipt of a clean claim.
- Claims Inquiries: (402) 829-3293 PACEClaims@Immanuel.com

Medical Records

- Medical records and therapy notes must be submitted to Immanuel Pathways at PCI-PACEMedicalRecords@immanuel.com within seven (7) days of a routine consultation.
- For urgent consultations, a verbal report will be provided same day with the written documentation provided within seven (7) days. Your claim will be denied if documentation is missing.
- If your claim has been denied for any reason, you must resubmit a claim to receive payment.

PACE® Contracted Provider Obligations

- Our PACE® program is regularly audited by CMS and during that audit, CMS may request personnel records from you.
- If CMS does request these records from your organization, our Provider Network Manager will reach out to you at that time to request the necessary information for submission to CMS on your behalf. CMS may request documentation that the following were completed prior to your employees' initial contact with our participants:
 - OIG Exclusion check
 - Background check
 - Competency evaluations
 - Current and unrestricted licenses, certificates, permits, registrations and other authority needed under state or federal law to provide services
 - Employees are free of communicable diseases and up-to-date with immunizations before performing patient care responsibilities

Medical Clearance and Staff Immunizations

- Your staff must have all immunizations up to date before engaging in direct contact with Immanuel Pathways' PACE participants.
- An RN, MD, DO, NP, or PA must assess whether your staff have been exposed to or have any of the symptoms of the following diseases:
 - COVID-19, Diphtheria, Influenza, Measles, Meningitis, Meningococcal Disease, Mumps, Pertussis, Pneumococcal Disease, Rubella, Streptococcal Infection, Varicella Zoster Virus, Tuberculosis, and “any other infectious disease noted as a potential threat to public health by the CDC.”

Staff Immunizations

- Your staff must have all immunizations up to date before engaging in direct contact with Immanuel Pathways' PACE participants.
- You must assess whether your staff have been exposed to or have any of the symptoms of the following diseases:
 - COVID-19, Diphtheria, Influenza, Measles, Meningitis, Meningococcal Disease, Mumps, Pertussis, Pneumococcal Disease, Rubella, Streptococcal Infection, Varicella Zoster Virus, and “any other infectious disease noted as a potential threat to public health by the CDC.”

Pathways Video



PACE® Contracted Providers

We look to partner with providers who can assist Immanuel Pathways PACE® and our participants in the goal of staying in their home with their chronic health care needs. This is the mission of our program and with strong network providers like you, the PACE® program can remain an important resource in the community.



Thank You!

Questions or Concerns?

Please contact
PathwaysProviderSupport@Immanuel.com



Immanuel
pathways

Your home. Your care. Your pace.