

**Date:** December 23, 2016

**Subject:** Missed Shift Care Reporting

**To:** Home Health Shift Care Providers

**Purpose:** To provide our network providers with the revised reporting requirements and frequency for shift care reporting

In accordance with the Department of Human Services' recent revisions regarding the reporting requirements and frequency of their OPS 8 report template, our home health care providers **must**, by contract, submit the following information to the plan:

- Information on each member
- The total number of hours that have been authorized for Skilled Nursing and/or Home Health Aide Services
- The number of hours that are authorized for each week
- The total number of unstaffed hours
- Which type of services are provided, and
- The number of authorized hours missed, including a written explanation of why the shift was missed and reason code selected from the legend:

UN	Agency is unable to staff the case
NA	The assigned staff could not cover the shift because of illness or some other reason
H	Shift did not need covered because the member is in the hospital
FR/FD	The family refused the services that were offered/Family deferred the scheduled hours so they can be provided at a different time
OA	A different agency provided the services
PI	Private insurance is covering these hours

The Managed Care Organization (MCO) report frequency is being changed from quarterly to monthly; therefore, your missed shift reports must be submitted to us every Monday for the previous week. This change will be effective immediately.

The accurate and timely submission of your shift care reports are a requirement of your agreement with AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast and ultimately our agreement with the State. These updated requirements necessitate your full cooperation with your shift care reporting obligations.

Please routinely and consistently submit your missed shift care reports via email to: [shiftcaremailbox@amerihealthcaritasnortheast.com](mailto:shiftcaremailbox@amerihealthcaritasnortheast.com).

If you have questions about this communication, please contact your ancillary Account Executive. For contact information, go to

[www.amerhealthcaritaspa.com/provider/contact/index.aspx](http://www.amerhealthcaritaspa.com/provider/contact/index.aspx) or  
[www.amerhealthcaritasnortheast.com/provider/communications/index.aspx](http://www.amerhealthcaritasnortheast.com/provider/communications/index.aspx).