36-003 PROVIDER STANDARDS

36-003.01 Standards for Providing Services: The hospice provider shall deliver services in accordance with the following standards:

1. The needs, preferences, cultural diversity, values and expectations of client/caregiver are reflected in all aspects of service delivery;
2. All service provision is done in a manner that is empowering to the client/caregiver;
3. The client/caregiver feels safe and confident that their right to privacy is protected; and
4. The client/caregiver is treated with dignity and respect at all times.

36-003.02 Hospice Provider Requirements: To participate in the Medicaid program, the hospice provider shall:

1. Be a participant in the Medicare hospice program;
2. Be licensed to provide hospice care by the Department of Health and Human Services Division of Public Health;
3. Assume full responsibility for the professional management of the client's hospice care;
4. Maintain certification by a physician that the client is terminally ill with a life expectancy of six months or less based on the physician's or medical director's clinical judgment regarding the normal course of the client's illness;
5. Maintain the signed election statement in its files;
6. Develop the plan of care and interventions based on the assessment of the needs and choices identified by client/caregiver. All service provision shall be consistent with the plan of care;
7. Provide "on call" services 24 hours a day, seven days a week;
8. Follow all applicable Nebraska Department of Health and Human Services regulations;
9. Bill only for services authorized and actually provided;
10. ~~Submit claims after service is provided and within 12 months of the date of service~~Comply with the requirements of 471 NAC 3 for the submission of claims for payment;
11. Retain financial and statistical records for four years from date of service provision to support and document claims;
12. Accept Medicaid payment as payment in full from the Department of Health and Human Services plus the client's share of cost;
13. Allow federal and state offices responsible for program administration or audit to review service and financial records. Inspections, reviews and audits may be conducted on site;
14. Operate a drug free work place;
15. Allow the Department of Health and Human Services staff to review agency policies regarding hiring and reporting to ensure that appropriate procedures regarding abuse, neglect, and law violations are in place;
16. Agree and assure that any suspected abuse or neglect shall be reported to law enforcement and/or appropriate Department staff;