At Partners Health Plan (PHP), we recognize the strain that COVID-19 has put on you and your agency. To assist you during this time, we have made some adjustments to simplify the billing and payment process for you and our members as it relates to Waiver K Services.

If you signed an attestation, you agreed to provide the following services during the COVID-19 pandemic. We would like to ensure the following guidelines on claim submittal and billing for the following services:

- Community Habilitation
- Day Habilitation
- Pre-Vocational Services
- Comm Hab R services

Below you will find the guidelines for the above services as well as the use of revenue codes.

**Please note that all services either rendered or retention for each respective time period will require a PHP authorization in accordance with the member’s Life Plan to pay the claim.**

- For actual services rendered either Face to Face or Remotely please bill using revenue code 240.
- For the retainer services rendered either Face to Face or Remotely please bill using revenue code 180.
- These claims will be processed as a regular claim subject to authorized units in the Life Plan.

Due to the retro billing of most services, Retainer Program claims will not be subject to timely filing or prompt payment regulations.

For services rendered 3/18/2020 – 4/15/2020:

- For Day Habilitation and Pre-Vocational services that are billed as part of the roter program, please continue to bill using revenue code 180.
- For Community Habilitation services that are part of Waiver K Phase II and will be considered as retro services.

**Services rendered 4/16/2020 forward:**

- For instance services (Provider Signed Attestation Only and Services not Rendered), please bill at 80% of the units using revenue code 0180.
- These claims will be processed following state guidelines for services and subject to the authorized units in the Life Plan.
- For services rendered and retained rendered exceed 100%.
- Providers will be billed for using code 240 and 180 on the same day.

Billing Note: If you are billing for services that fall into both categories, you may be denied if you exceed the number of units authorized for services rendered plus retainer.

According to state guidelines, aggregate retrospective review of claims to ensure claims are billed at the appropriate authorized units.

**Comm Hab R:**

These services can be billed when members attend Community Habilitation or Pre-Vocational Services outside of their current residence. PHP will be sending letters to residential provider agencies during the week of 7/13/2020 that will include a list of eligible individuals and instructions for next steps to have services authorized so billing can commence.

For dates of service April 16, 2020 and forward, if you did not sign an attestation then you are not part of the Waiver K Retainer Program and you can only bill for services rendered using revenue code 240. Any claims billed during the period with a revenue code 0180 will be denied.

**Please email billing@phpcares.org for questions regarding billing or claims issues.**

Do you have any other provider related questions or concerns? Please contact Partners Health Plan’s Network Development and Provider Relations team at providerrelations@phpcares.org.