

Levels of Care Talking Points for Liaisons, Admission Nurses and Case Managers

- There are three levels of care at High Pointe House; General Inpatient, Routine and Respite
 - Insurance reimbursement varies depending on the level of care, which is determined by a medical assessment and Medicare guidelines.
 - High Pointe House staff meet every day to review each patient's plan of care to determine the appropriate level of care, whether General Inpatient or Routine, based on Medicare guidelines.
 - General Inpatient requires an intense level of medical care to manage acute symptoms that cannot be controlled at home.
 - Once the symptoms are brought under control, usually within a few days, Medicare and other insurance providers require that the level of care be changed to the Routine level of care. Due to the type of care available to stabilize symptoms at High Pointe House, patients are rarely eligible for the General Inpatient level of care for more than a few days.
 - Under the Routine level of care, the cost of room and board is typically not covered by insurance.
- When assessed at the Routine level, patients have several options:
- o Return home
 - o Seek placement at a local nursing home. The House social worker can assist with this placement.
 - o Remain at High Pointe House and pay the daily room and board rate.
- If the patient or family decides to remain at High Pointe House under Routine care, they are assessed a daily room and board rate of \$400.00. The patient or family will be asked to make an initial deposit of \$2,800.00, which is one week in advance.
 - Routine care includes all meals, nursing, personal care, social work services, chaplain visits and volunteer services. Clinical oversight by a physician or nurse practitioner of patients at the Routine level is conducted during team rounds. Face-to-face visits with a physician or nurse practitioner are not standard and will be provided based on clinical need.
 - Respite is short-term inpatient care to relieve the family or caregiver for a short period of time. Respite is available at High Pointe House to patients receiving hospice care at home when authorized by the interdisciplinary team. Respite is limited to five consecutive days and is typically used on an occasional basis.

**For staff use only*

