When it’s appropriate to refer patients to a CHHA or a LHCSA.

Both types of organizations play important roles, but where a referral is initiated can significantly impact patient outcomes.

For insured patients needing skilled home healthcare services it is imperative to initiate referrals with a Certified Home Health Agency (CHHA):

1. Only a CHHA can provide services that are directly reimbursable by Medicare, Medicaid and most private insurers
2. CHHA can address skilled medical needs, even for the most clinically complex patients
3. CHHA is responsible for developing and managing a compete plan of care (according to physician orders)
4. CHHA provides an interdisciplinary team, including skilled clinical experts and paraprofessionals, to integrate and coordinate care across the continuum
5. Referring homebound Medicare patients with skilled medical needs to an entity other than a CHHA entails specific risks:

   • Patient remains your institution’s responsibility until the initial CHHA visit and consents are signed
   • Patient care may be delayed while the other entity seeks a CHHA to provide reimbursable care
   • Patient care may be delayed if the other entity is unable to take a challenging case
   • Quality of patient care may suffer if the other entity lacks the required expertise
   • Patient care may be fragmented if the entity cannot integrate care across the continuum

For patients who need home care services and can pay out of pocket or with long term care insurance, care may be initiated with a LHCSA:

1. A Licensed Home Care Services Agency (LHCSA) can provide a range of skilled and paraprofessional services
2. A LHCSA can work with a CHHA to supplement patient care with extended hours or days of private service

Turn page to find out why you should think “VNSNY First”
The Visiting Nurse Service of New York is the one community healthcare partner you can count on for all of your patients’ needs.

- Unsurpassed breadth and depth of clinical expertise that delivers high-quality care across the continuum to help keep patients safe at home:
  - VNSNY nurses average 13 years of experience in providing healthcare at home
  - All nurses undergo extensive, ongoing training
- Unparalleled scope and scale of operations throughout the NYC metro area
- Available 24/7 by phone for you and your patients
- Demonstrated outcomes:
  - Rated superior to two leading competitors in key CMS metrics: Overall Care and Would Recommend to Family/Friends\(^1\)
  - Variety of evidence-based programs proven to improve quality and reduce hospitalizations and emergent care
- Experienced in collaborating with LHCSAs:
  - VNSNY is contracted with every leading LHCSA in the NYC metro region, including Partners in Care, the VNSNY private care affiliate

Seamless integration of private care services from Partners in Care

- Supplements or extends care beyond Medicare or other insured coverage
- Maintains continuity of care with same paraprofessional staff
- Demonstrated outcomes:
  - Avoidable hospitalization rate under 2%; ED rate under 1%
  - 86% of clients surveyed expressed overall satisfaction and would recommend to friends and family\(^2\)

Meeting your homebound Medicare patients’ needs for high quality, skilled medical care begins with a referral to VNSNY.

Call 1-866-632-2557
Or visit vnsny.org/professionals

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\(^1\) CMS HHCAHPS Patient Experience of Care Survey, October 2014 – September 2015

\(^2\) Home Care Pulse, 2015.