

**CHANGES TO NOTIFICATION OF ADMISSION FOR
HOME HEALTH AGENCIES**

2/7/2022

Attention: Home Health Agencies

The Centers for Medicare & Medicaid Services (CMS) recently released a revision to Medicare Learning Network (MLN) Matters® # MM12256, "Replacing Home Health Requests for Anticipated Payment (RAPs) with a Notice of Admission (NOA) – Manual Instructions."

Effective January 1, 2022, home health agencies will no longer be able to submit Requests for Anticipated Payment (RAPs) Type of Bill (TOB) 322 for any home health period of care with a "From" date on or after January 1, 2022. Instead, for each admission to home health, the home health agency must notify Medicare/South Country Health Alliance via submission of a Notice of Admission (NOA). The NOA can be sent through the claims system with the 32A type of bill.

For additional assistance or guidance on the information above, please see the resource below.

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

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| Member benefit coverage | Provider web portal issues |
| Authorization verification | Claim rejection guidance |
| Website questions | General information |
| Claims billing and processing guidelines | |
| Remittance adjustment code details and payment information | |

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.



