

October 4, 2024

## Reminder: Subacute Care Facility Service Updates

Dear providers,

The Health Plan of San Mateo (HPSM) is writing to remind you of key updates to Subacute Care Facility services. These changes are outlined in All Plan Letter (APL) 23-027 by California Department of Health Care Services (DHCS).

Subacute Care Facility services are specialized medical services provided to both adult and pediatric populations. These services are delivered in either a licensed general acute care hospital with distinct-part skilled nursing beds or in a freestanding certified nursing facility.

### **If you are providing Subacute Care Facility services, please review the following updates:**

- **Network Participation:** Please maintain the required licenses and certifications to ensure proper coordination and timely referrals. **For a list of required licenses and certifications visit here:** <https://www.dhcs.ca.gov/provgovpart/Pages/policiesandguidelines.aspx>
- **Leave of Absence or Bed Hold Requirements:** Subacute Care Facilities should notify the member, or the member's authorized representative, in writing of the right to exercise the bed hold provision.
- **Discharge Planning:** Please start planning the transition of members in pediatric subacute services to an adult Subacute Care Facility at least two months before they turn 21 to ensure continuous care without interruption.

### **If you are referring members to Subacute Care Facilities, please review the following updates:**

- **Member Referrals:** When referring members to Subacute Care Facilities, remember to verify that the facility is part of HPSM's network to avoid potential placement delays. **Verify if the facility is part of HPSM's network here:** <https://www.hpsm.org/member/choose-a-provider/find-a-provider>
- **Continuity of Care:** Continuity of care must be maintained for members transitioning between Subacute Care Facilities and general acute care hospitals. Please ensure that you are following the appropriate protocols to avoid disruptions in patient care. **Learn more about**

continuity of care for members: <https://www.hpsm.org/member/medi-cal/continuity-of-care>

**Review APL 23-027 here:**

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-027.pdf>

Please direct questions to HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,

The Health Plan of San Mateo