



FAQ

Skilled Nursing Facility benefit for FEP Standard Option members

Introduction

Starting January 1, 2018, Blue Cross Blue Shield of Massachusetts will provide benefits for inpatient skilled nursing facility (SNF) care for Federal Employee Program (FEP) Standard Option plan members who **don't have** Medicare Part A or **with** Medicare Part A Secondary. FEP Basic Option members will not receive this benefit.

Q: Can I or my skilled nursing facility have the patient fill out the FEP Skilled Nursing Facility Consent form?

A: When you receive any requests for screening for skilled nursing facility placement for an FEP Standard Option member, ask if the case management process has been initiated. Confirm with the facility that Blue Cross Blue Shield of Massachusetts FEP Case Management has been contacted to start the process. The consent form for case management has to be signed by the member or designated representative.

Q: How will the SNF be notified when the admission has been approved, and all the prior admission requirements have been met?

A: The Blue Cross FEP Care Management team will call you with an authorization number and notify you via the fax back process currently in place for all SNF benefits.

Q: If we (the SNF) receive a transfer request on a weekend, holiday or late Friday, can we accept the patient/member without prior authorization and submit the authorization request on the next business day?

A: No. Members should not be transferred to the SNF until a SNF authorization has been confirmed.

Q: The hospital called the SNF to find out what needs to be completed. Who can the hospital contact to get information on the process and case management form?

A: They can call our FEP Case Management Program at **1-800-689-7219** and follow the prompts for Case Management. They can also access the [FEP UM Criteria for Inpatient Skilled Nursing Facility Services](#).