



Periodic *Fast Faxes* are intended to enhance your partnership with HealthCare Partners, IPA

HealthCare Partners, IPA
501 Franklin Avenue, Suite 300
Garden City, NY 11530
Main Switchboard: (516) 746-2200
www.hcpipa.com
Email: provrel@hcpipa.com

Important Contacts:

Customer Service
Phone: (800) 877-7587
Fax: (888) 873-0895

Instructions for Initiating Home Health Care Services

***Our Nursing Team Arranges Medically-Necessary
In-Home Services with In-Network Providers
for***

***Your Patients Who Are Enrolled in a Managed Care Plan
Contracted with HealthCare Partners, IPA***

What Services are Available Through HCP's Home Care Network?

Our Nursing Team arranges covered home care services in accordance with the Member's benefits:

- Skilled Nursing Services
- Therapists: Physical, Occupational and Speech-Language Pathology
- Social Workers

Follow these steps for prompt determinations and initiation of approved home care service requests:

1. Write physician's orders for the home care service(s)
[skilled nursing, physical/occupational therapy, speech pathology]
2. Attach clinical documentation to support the request
3. Fax the completed order and documentation to the dedicated *Home Care Fax Line: 516-307-5817*
4. If the services are approved, our Team selects an in-network Certified Home Health Agency to provide services.
5. Our Team coordinates the first appointment.

For skilled services, the first visit includes an in-home evaluation for skilled nursing and physical therapy.

Questions? Call HCP's Home Care Unit at **516-307-5810**.