



Transitional concurrent care decision tool for network hospice providers

You can use this guide to understand if transitional concurrent care (TCC) services are appropriate for patients with the Centers for Medicare & Medicaid Services (CMS) Value-Based Insurance Design (VBID)-eligible health plans.

Consideration		If the consideration is not true for the patient:
1	Does the patient have a VBID-eligible plan?	TCC services are only available to patients with VBID-eligible plans
2	Is the patient admitting to a network hospice provider?	TCC services are not available to members who admit to an out-of-network hospice
3	Is the patient's health care professional recommending that treatments continue after the hospice admission?	TCC plan of care and addendum not needed as TCC need is not identified
4	Can the services or treatments be provided on a transitional basis and are they aligned with the patient's goals and wishes?	TCC services are not appropriate
5	Are the requested services related to the terminal condition or related conditions?	TCC does not apply when unrelated to the terminal and related conditions
6	Are the requested services considered curative and customarily not offered by hospice providers?	These services are not considered TCC. To discuss these services, contact Envoy Care Advocates.



If answers to all considerations are “Yes,” TCC services may be appropriate. Please follow these steps:

1. Contact Envoy Care Advocates at 833-753-2970 to discuss if TCC services are appropriate for the patient and to obtain approval.
2. If you and the Envoy care advocate determine that the services requested are TCC, please complete the **UnitedHealthcare Election Statement Addendum** and develop the care plan. You will receive confirmation of approved TCC services.
 - In the addendum, clearly identify the TCC services' frequency, duration and treating provider.
3. Submit the addendum to tcc@envoycareadvocates.com within 3 days of patient admission.
4. Envoy Care Advocates will coordinate weekly touch points to review the care plan.



Questions?

- For questions about TCC and care planning, call Envoy Care Advocates at 833-753-2970 or email tcc@envoycareadvocates.com
- For questions about claims, call the customer service number listed on the back of the member's ID card

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PCA-1-22-00985-M&R-SELL_03312022

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