

# OSS Advisory Newsletter

## Termination/Transfer Policy

### What are the correct procedures for Termination/ Transfer of OSS Residents?

Once a resident has been terminated from a CRCF, transfer from one facility to another, or has a medical absence a CRCF 01 form should be initiated. Section I (fields 1-9) and Section III (Fields C or D) should be completed with the discharge/termination date. Once the CRCF 01 form is completed copies should be sent to the local eligibility worker and your local CLTC worker.



The CRCF 01 form and instructions can be found at: <http://medsweb.scdhhs.gov/formslisting.htm>

If you have any questions, please contact the Provider Service Center at 1-888-289-0709.

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### WEBTOOL AND REMITTANCE ADVICES

Please be sure to print copies of your remittance advice each month. The webtool only holds the last 26 weeks of information. Having this information pulled and printed by the Agency is costly and time consuming. Remember, there will be a charge associated with all requests for duplicate remittance advices.

July 06, 2012

## OSS Advisory Newsletter

### NEW PROVIDER SERVICE CENTER

**TOLL-FREE 1-888-289-0709**



2012 Cost of Living Allowance (COLA) increase.

The SSI Federal Payment Standard will be raised by 3.6% - from \$674 to \$698 for 2012 - a \$24 increase from 2011.

In 2012, \$2 of this increase will go to the Personal Needs Allowance (PNA) - raising PNA to \$59 for pay cat 86 and \$79 for pay cat 85.

The new Net Income Limit (NIL) will be \$1181. The new amount a CRCF can charge in 2012 will increase from \$1100 to \$1122.

In January 2011, the South Carolina Department of Health and Human Services (SCDHHS) implemented a new Provider Service Center (PSC) for specific provider groups. Beginning February 14, 2011, SCDHHS opened the PSC to all South Carolina Medicaid providers. The PSC will offer all provider types the expanded opportunity for assistance with Medicaid questions.

PSC customer service representatives will offer assistance with forms and manual requests, claims inquiries, payment issues and general billing issues. PSC representatives will also assist with Questions regarding the Qualified Medicare Beneficiary Program and Managed Care Services.

Providers can contact the PSC via the toll-free number :  
**1-888-289-0709 / 07:30AM to 05:00PM Monday through Friday.**

In addition, the PSC will accept calls from all providers requiring assistance with the following:

- \* **Provider Enrollment**
- \* **Electronic Data Interchange (EDI) support**
- \* **Filing claims via the Web Tool**

Alexis Martin is the new OSS Program Manager. Please remember to submit your TAD no later than **July 17, 2012**. If you know that you will be late submitting your TAD please contact the Provider Service Center.

July 06, 2012

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## Bed Hold Policy



### **Bed Hold Procedures: Medical Absences**

Facilities participating in the OSS program must adhere to the conditions stated in the provider procedure manual in order to receive payment for residents that are temporarily absent do to medical confinement. The facility must submit an completed CRCF-01 within 10 days of the OSS beneficiary's admission to the medical facility. Forms can be fax to the OSS program manager at **803-898-4509** or mailed to the:

Division of Community and Facility Services  
Department of Health and Human Services  
PO BOX 8206  
Columbia, SC 29202

Once the OSS program manager has reviewed the CRCF-01 form a written response will be issued to the resident, facility, and county eligibility office.

### **Conditions in which the bed hold policies should be initiated are as followed:**

1. Absence from the facility is expected to last less than 30 consecutive calendar days.
2. The facility obtains a physician's certification showing the need for medical confinement and the expected length of absence from the facility.
3. A statement from the facility or resident requesting the need for continuation of the OSS Payment
4. CRCF submits a DHHS CRCF-01 form to the OSS program manager with sections I and IV completed accurately and the form signed by the facility representative.

## THINKING ABOUT IT.....

Thinking about... Simple ways to beat the heat

Post Office Box 8206  
Columbia, SC 29201-8206

803-898-2590  
803-255-8209 fax  
EMAIL : OSS@SCDHHS.GOV

Summertime in South Carolina is hot! In order to maintain those *smiling faces* and enjoy those *beautiful places* of the state, we've got to be careful to stay cool in the summer heat. With high temperatures and extreme levels of humidity, staying cool is not only a matter of comfort but it's also essential to our health.



This month's issue compiles 8 simple ways to beat the heat from head to toe.

1. *Protect Yourself*—While you enjoy the outdoors, be sure to protect yourself from sun damage. Use a broad spectrum (UVA/UVB) sunscreen with an SPF of 15 or higher to protect your skin. Wear a wide-brimmed hat and sunglasses to protect your head, face and eyes from the sun's rays.
2. *Drink Up*—It's important to stay hydrated in high temperatures, so drink frequently. As it gets warmer, your body tends to sweat more to naturally cool itself. Keep cool by replenishing the fluid that is lost in perspiration. Try to avoid drinks that contain caffeine, alcohol, or lots of sugar because they can speed up dehydration.



3. *Eat Light & Cool*—Fatty foods, like a burger can leave you feeling sluggish in the heat. Instead, opt for foods that do double duty with refreshing and hydrating qualities. Cool crisp salads and fruits like watermelon are watery and can help you stay cooler.

4. *Go Light & Loose on Clothes*—Wear clothing that is lightweight, light in color, and loose-fitting. Breathable fabrics like cotton allow for air to flow keeping you cool and dry in the SC humidity.

5. *Schedule Carefully*—Limit your outdoor activities to morning and evening hours when it's a bit cooler. Rest in the shade to allow your body to recover.

6. *Spritz Yourself*—Fill a spray bottle with water and keep it in the refrigerator. When you get hot, simply spritz yourself. A spritz of water will not only provide an instant cooling sensation, but it will also cool you down as the water evaporates from your skin much like perspiration.



6. *Double Up*—Power bills can get expensive this time of year due to our efforts in trying to beat the heat. Try setting your thermostat at a higher temperature and running a fan to make you feel cooler. Doubling up works because the air conditioner removes humidity from the air while the fan helps to move heat away from your body. So double up to save and feel comfortably cool.

7. *Lose Your Shoes*—When the body's extremities (feet, hands, and face) are cool, it can efficiently cool the body. Removing shoes on a hot day will allow the sweat to evaporate from your feet, helping to cool the body. You can further cool off by placing your feet in cool water.



Here's to staying healthy and cool this summer! I hope you find this information helpful because I've really been ***Thinking About It.***

*Your Happy Healthy Thinker*

Office for the  
Study  
of Aging

*Thinking About It* is brought to you by:  
Office for the Study of Aging

Arnold School of Public Health  
University of South Carolina