

PROVIDER BULLETIN #13-2017

TO: Participating hospitals
FROM: Provider Network Services
DATE: August 16, 2017
SUBJECT: Inpatient hospital readmission retrospective claim audits

As previously communicated, Independence Blue Cross (Independence) expanded its policies on inpatient hospital readmissions to include a 6 – 30 day provision. The following policies went into effect **January 15, 2017**:

- **Commercial:** #00.01.47c: Inpatient Hospital Readmission
- **Medicare Advantage:** #MA00.023a: Inpatient Hospital Readmission

To access these policies, visit our Medical Policy Portal at www.ibx.com/medpolicy. Select *Accept and Go to Medical Policy Online*, then select either the *Commercial* or *Medicare Advantage* tab from the top of the page and type the policy name or number in the Search field.

Audit details

Later this month, we will begin outreach to identified facilities to request medical charts for a retrospective claim audit review per the above-mentioned policies.

If the medical chart review indicates that the readmission to the same inpatient acute care hospital or an inpatient acute care hospital within the same health system was (1) related to the original inpatient hospital stay and (2) determined to be preventable or avoidable, the claim representing the readmission will be retracted post-payment. For purpose of claim payments on multiple readmissions meeting these criteria, when each inpatient hospital stay is paid per case or per admission, the claim for the initial inpatient acute-care hospital stay will remain in place and the claims for the other related readmission(s) will be retracted. Hospitals will be notified prior to any retrospective claim retraction and be afforded a two-level dispute resolution process.

Resources

Please review the [Inpatient hospital readmission policy changes: Frequently asked questions](#) (FAQ) document. The FAQ is also available on Independence NaviNet[®] Plan Central in the Administrative Tools & Resources section under Frequently Asked Questions.

The *Hospital Manual for Participating Hospitals, Ancillary Facilities, and Ancillary Providers* will be updated to include the 6 – 30 day readmission audit and dispute process.

If you have any questions, please email us at 6-30dayreadmission@ibx.com.

NaviNet is a registered trademark of NaviNet, Inc., an independent company.

We encourage you to share this information with appropriate members of your staff.