

Continuity of Operations Plans Questionnaire for Payers

Notice of Admission

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan require hospitals to continue to provide notice of admission?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it extend the time frame for providing notice?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it reduce the amount of information that must be provided to the payer at admission?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it allow hospitals to communicate using narrative descriptions of a patient's condition rather than procedure or diagnosis codes?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it allow electronic notification to be provided, using the payer's provider portal or submission of a standard electronic transaction (e.g. 277)?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it provide for manual records to be submitted retrospectively in the event of a power failure that renders systems inoperable for several days?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it provide additional exceptions or processes for notification in the event of a power failure lasting more than several days? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	

Notice of Admission

	Plan	Yes	No	Comments
During a state of emergency associated with a pandemic	Does your continuity of operations plan for a pandemic reflect the length of time operations may be impacted because of ongoing staff shortages and reallocation of staff resources during a pandemic? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your continuity of operations plan for a pandemic allow for the suspension of notice of admission for the duration of the pandemic?	<input type="checkbox"/>	<input type="checkbox"/>	

Emergency Department Notification

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan provide alternatives to hospitals for providing notice of treatment in the emergency department?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it extend the time frame for providing notice?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does it reduce the amount of information that must be provided to the payer?	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan for a pandemic waive the requirement that hospitals provide notification of emergency treatment?	<input type="checkbox"/>	<input type="checkbox"/>	

Eligibility Verification

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan require hospitals to continue to verify eligibility and coverage levels?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan allow providers to access eligibility information online?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan allow providers to access eligibility information online for a bulk group of patients?	<input type="checkbox"/>	<input type="checkbox"/>	
	If you are a Medicaid managed care organization, does your online system provide the Medicaid HMO identification number as well as the Medicaid ID?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan address which party is responsible for payment of a claim if the hospital relies on the information provided on the portal?	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan require hospitals to continue to verify eligibility and coverage levels?	<input type="checkbox"/>	<input type="checkbox"/>	
	If so, does your plan provide any exceptions or modified processes for hospitals to verify a patient's eligibility and coverage? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	

Prior Authorization

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan continue to require that hospitals obtain prior authorization for services?	<input type="checkbox"/>	<input type="checkbox"/>	
	If so, does your plan provide any exceptions or modified processes to allow hospitals to obtain authorization with a minimum of steps? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan continue to require that hospitals obtain prior authorization for services?	<input type="checkbox"/>	<input type="checkbox"/>	
	If so, does your plan provide any exceptions or modified processes for a hospital to obtain authorization? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	

Utilization Management Review

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan continue to require that hospitals participate in concurrent review of inpatient care?	<input type="checkbox"/>	<input type="checkbox"/>	
	If so, does your plan provide any exceptions or modified processes related to concurrent review? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan continue to require that hospitals participate in concurrent review of inpatient care?	<input type="checkbox"/>	<input type="checkbox"/>	
	If so, does your plan provide any exceptions or modified processes related to concurrent review? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	

Retrospective Review

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan waive retrospective review for admissions that occurred during a state of emergency when UM activities may be suspended?	<input type="checkbox"/>	<input type="checkbox"/>	
	If not, does your plan provide any exceptions or modified processes related to retrospective review? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan waive retrospective review for admissions that occurred during a pandemic when UM activities may be suspended?	<input type="checkbox"/>	<input type="checkbox"/>	
	If not, does your plan provide any exceptions or modified processes related to retrospective review? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	

Coding

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan recognize healthcare services that are provided at alternate locations in the event a facility is flooded or without power?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan identify which coding hospitals should use to reflect care provided at an alternate care setting?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan provide for a modification in emergency department documentation in consideration of the increase in patient volume that may arise during a state of emergency?	<input type="checkbox"/>	<input type="checkbox"/>	

	Does your plan identify a method to communicate a change in coding standards to providers?	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan recognize healthcare services that are provided at alternate locations in the event a facility is without power or operations are interrupted?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan identify which coding hospitals should use to reflect care provided at an alternate care setting?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan provide for a modification in emergency department documentation in consideration of the increase in patient volume that may arise during a pandemic?	<input type="checkbox"/>	<input type="checkbox"/>	
	Does your plan identify a method to communicate a change in coding standards to providers?	<input type="checkbox"/>	<input type="checkbox"/>	

Claim Filing Deadlines

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan extend deadlines for claim submissions?	<input type="checkbox"/>	<input type="checkbox"/>	
	If no, does your continuity of operations plan modify requirements for submission of claims during a state of emergency?	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan extend deadlines for claim submissions?	<input type="checkbox"/>	<input type="checkbox"/>	
	If no, does your continuity of operations plan modify requirements for submission of claims during a pandemic?	<input type="checkbox"/>	<input type="checkbox"/>	

Periodic Interim Payments

	Plan	Yes	No	Comments
During a state of emergency not associated with a pandemic	Does your continuity of operations plan provide for periodic interim payments to hospitals in the event claims submissions are compromised in the event of an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	
	If not, does your plan modify processes related to remitting payments to hospitals? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	
During a state of emergency associated with a pandemic	Does your continuity of operations plan provide for periodic interim payments to hospitals in the event claims submissions are compromised during a pandemic?	<input type="checkbox"/>	<input type="checkbox"/>	
	If not, does your plan modify processes related to remitting payments to hospitals? Please explain.	<input type="checkbox"/>	<input type="checkbox"/>	

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