



Hospice of Marion County — Levels of Care

Routine Care is the basic level of care under the Hospice benefit and is provided at the patient's place of residence (home, Assisted Living Facility or Nursing Home). It includes: nursing and physician services, medical social services, certified nursing aide services, counseling services (pastoral, spiritual, bereavement, dietary, and others as necessary), medications, medical equipment, medical supplies, and lab/diagnostic studies related to the terminal diagnosis.

General Inpatient (GIP) Care is a higher level of care ordered by a physician when pain or other symptoms cannot be relieved at the patient's place of residence. It consists of intensive around-the-clock medical, nursing and psychosocial care, similar to an acute hospital or ICU stay and is intended to be short-term with the goal of managing symptoms so the patient can return to their previous residence with Hospice. At Hospice of Marion County, this level of care is typically provided at one of our Inpatient Units (Hospice Houses). While receiving GIP Care, all charges, including Room and Board charges, are covered by Medicare, Medicaid and many private health insurance plans. When the Hospice physician determines that symptoms are managed, GIP care will be discontinued and the level of care will be changed to Routine Care. This means that the patient's care can be managed at their previous residence or another care setting with Hospice support.

If the patient remains in the Inpatient Unit and continues to receive Routine Care, Medicare, Medicaid and supplemental insurance plans will no longer cover Room & Board charges. Hospice of Marion County provides a one-time only "Window Period," during which Room and Board will not be charged. This limited period allows for the Hospice Team to assess for continued symptom relief and work with the patient and family to finalize arrangements for discharge home or to an alternate care setting. If the patient remains in the Inpatient Unit when the Window Period closes, Room and Board co-pay charges of \$180/day will begin. The Medical Social Worker at the Inpatient Unit will notify the patient/family when the window period begins and closes and will answer any questions.

If finances are a concern, the Medical Social Worker can review the patient's financial information to re-calculate the Room & Board co-pay to determine if a reduced rate applies. Without the required financial documentation, the Room and Board co-pay will remain at \$180/day.

Crisis Care is a higher level of care ordered by a physician and provided when the patient demonstrates a need for skilled interventions for pain and symptom management in their place of residence. Crisis Care is for a limited time and must meet certain criteria set by Medicare. Crisis Care staff will provide care and teaching to the patient's family until the symptoms are under control. Once symptoms are managed, the level of care will be changed to Routine Care.

Respite Care is short-term, temporary care provided at a contracted, skilled nursing home to allow caregivers to rest or be away for a short period of time; up to five days as needed. If the respite stay exceeds five days, the patient or representative will be financially responsible for any additional respite days. Once the respite period ends, the patient will be discharged back home.

Thank you for choosing Hospice of Marion County. We are committed to providing you with the BEST Hospice care so that you can feel better and live better! If you have other questions, just call (352) 873-7400 or speak with your team coordinator.

