

Engagement and Enrollment Process for Outpatient Palliative Care

PHC does not require a RAF from a primary care provider (PCP) to refer patients for palliative care services. A Treatment Authorization Request (TAR) will be required for all Palliative Care Services (engagement and enrollment) and should be faxed or electronically submitted from the palliative care provider to the Health Services Department for review, no less than once every three months, based upon medical necessity criteria and in accordance with PHC Policy MCUP3041 TAR Review Process. The TAR request for Palliative Care services must include, at a minimum, documentation and/or treatment plan addressing the following:

1. Advanced Care Planning: includes discussions about advance directives and Physicians Authorization for Life Sustaining Treatment (POLST) forms. These discussions take place between a physician and other qualified healthcare professional and a member, family member or surrogate in counseling.
2. Assessment and Consultation: palliative care assessment and consultation services may be provided at the same time as advanced care planning, or in subsequent patient conversations. The goal of the palliative care consultation is to collect both routine medical data and additional personal information not regularly included in a medical history or Health Risk Assessment. During an initial and/or subsequent palliative care consultation or assessment, topics may include but are not limited to:
 - a) Treatment plans, including palliative care and curative care
 - b) Pain control, medication side effects, symptom control
 - c) Emotional and/or social challenges
 - d) Spiritual concerns
 - e) Patient goals
 - f) Advance Directives, including POLST forms
3. Plan of Care: a plan of care should be developed with the engagement of the member and/or his/her healthcare representative. If a member already has a plan of care in place, that plan should be updated to reflect any changes resulting from the palliative care consultation. A member's plan of care must include all authorized palliative care including, but not limited to, symptom management and curative care.

If a member continues to meet the above minimum eligibility criteria, he/she may continue to access both palliative care services and curative care until the condition improves, stabilizes, or results in death. PHC will review treatment plan notes with TAR submission to assess for changes in the member's condition and continued palliative care needs. PHC may discontinue palliative care for members for whom palliative care is no longer medically necessary.