

ASPEN  Healthcare
HOME HEALTHCARE AND HOSPICE SERVICES
www.AspenCares.com

AspenCares.com 314 W. Main St. Lewisville, TX 75057

Phone: 972-316-2035

Fax: 972-315-1507

Dear Healthcare Providers,

We are pleased that you have chosen our agency to care for your patients! In order to streamline the referral process, we have put together this simple checklist to minimize delays in patient care. Please be sure that the following items are faxed or emailed (intake@aspencares.com) to our office when referring a patient to our services:

- Last Name, First Name
- Date of Birth
- Address where treatment will be provided
- Best phone number(s) to reach the patient and or family member
- Insurance Name and Policy/ID Number
- SSN (If available)
- Visit Note within the past 90 days with a physician signature
- History and Physical (H&P)
- Signed Order (At a minimum the order should include: Home Health SN/PT/OT/ST/HHA to evaluate and treat (Only the required disciplines need to be listed).
- An acceptable primary diagnosis (see below)

Effective January 1, 2020 per CMS the following diagnosis can no longer be used.

Tips for an acceptable PRIMARY diagnosis for home health:

- M62.81 Muscle weakness **will not** be accepted as a primary diagnosis
- Most codes beginning with R cannot be used except R13.1 (Dysphagia)
- Unspecified codes will not be accepted, be specific in the location of the condition (Ex: pain unspecified is not acceptable, pain in R hip is acceptable)
- Do not use symptom codes (debility, risk for falls, gait instability, joint pain, generalized weakness)
- Diagnosis that list the underlying conditions are preferred and valid diagnosis

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Medicare
VA (call rep for assistance)
United Healthcare
Wellmed
SWHR (aka Silverback/NTSP)
AARP Medicare Complete
GEHA
UMR
Humana (excludes Humana-Wellmed)
Tricare
Aetna Medicare (thru MyNexus)
Amerigroup Medicare (thru MyNexus)
Worker's Comp
LASSO and other MSA plans
STAR+PLUS Medicare-Medicaid Plan (MMP)
Private Pay
Wellcare

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Email: intake@aspencares.com

Home Health * Hospice * Personal Care

Coverage Areas

- Addison
- Allen
- Argyle
- Aubrey
- Carrollton
- Colleyville
- Collin
- Coppell
- Corinth
- Cross Roads
- North Dallas *(Address subject to being checked by Intake prior to accepting)*
- Denton
- Farmers Branch *(Address subject to being checked by Intake prior to accepting)*
- Flower Mound
- Fort Worth *(Address subject to being checked by Intake prior to accepting)*
- Frisco
- Grapevine
- Hickory Creek
- Highland Village
- Hurst
- Irving
- Keller
- Krum *(Address subject to being checked by Intake prior to accepting)*
- Lake Dallas
- Lantana
- Lewisville
- Little Elm
- Mckinney
- Plano
- Prosper *(Address subject to being checked by Intake prior to accepting)*
- Richardson *(Address subject to being checked by Intake prior to accepting)*
- Roanoke
- The Colony

Areas We Are NOT Currently Accepting

- Garland
- Wylie
- Rowlett
- Mesquite
- Gainesville
- Mansfield
- Tioga
- Grand Prairie
- Arlington
- Rockwall
- Rowlett
- Pilot Point
- Sanger
- Celina
- Forest Hill
- Bridgeport
- Haltom City
- South/East Dallas
- Weatherford
- Haltom City
- Haslet
- Princeton

*****All areas are subject to Intake Specialist/Director of Nursing approval based on clinician, and on call availability *****