ARIZONA DEPARTMENT OF HEALTH SERVICES

LICENSING

Home Health Agency and Hospice Hotline

In addition to the requirements for maintaining a toll-free hotline for home health agencies (HHA) under Section 1864(a) of the Social Security Act, the Code of Federal Regulations (CFR) § 488.1110(b)(2) also requires the Arizona Department of Health Services (the Department) to maintain a hotline for hospice programs. The purpose of this hotline is to:

- Collect, maintain, and continually update information on Medicare-participating HHA and hospice programs; and
- Receive complaints (and answer questions) about HHAs and hospice programs.

For more information about HHAs and hospice programs and how to file a complaint online or through the HHA and Hospice Hotline, please review the information below.

Home Health Agencies (HHA)	Hospice Programs
What is a home health agency? **Home health agency**, according to A.R.S. § 36-151(5), means "an agency or organization, or a subdivision of such an agency or organization, which meets all of the following requirements: a. Is primarily engaged in providing skilled nursing services and other therapeutic services. b. Has policies, established by a group of professional personnel, associated with the agency or organization, including one or more physicians and one or more registered professional nurses, to govern the services referred to in subdivision (a), which it provides, and provides for supervision of such services by a physician or registered professional nurse. c. Maintains clinical records on all patients." **Home health services**, according to A.R.S. § 36-151(3), means "the items and services enumerated in this paragraph and furnished to a person who is under the care of a physician and surgeon, not including the services of a physician and surgeon. Such items and services may be furnished by a home health agency or by others under arrangements made by such agency, under a plan established and periodically reviewed by such physician and surgeon. Such items and services, except as provided in subdivision (b) of this paragraph, shall be furnished on a visiting basis in a place of residence used as such person's home and shall consist of: a. Part-time or intermittent nursing care provided by or under the supervision of a registered professional nurse and either physical, occupational or speech therapy, or, to the extent permitted in department regulations, part-time or intermittent services of a home health aide, and such items and services may further consist of any or all of the following: i. Medical social services under the direct supervision of a physician and surgeon. ii. Medical supplies, other than drugs and biologicals, and the use of medical appliances, while under such a plan.	**What is a hospice program?** **Hospice**, according to A.R.S. § 36-401(A)(26), means "a hospice service agency or the provision of hospice services in an inpatient facility." **Hospice service agency**, according to A.R.S. § 36-401(A)(28), means "an agency or organization, or a subdivision of that agency or organization, that provides hospice services at the place of residence of its clients." **Hospice inpatient facility**, according to A.A.C. R9-10-101(109), means "a subclass of hospice that provides hospice services to a patient on a continuous basis with the expectation that the patient will remain on the hospice's premises for 24 hours or more" **Hospice service**, according to A.R.S. § 36-401(A)(27), means "a program of palliative and supportive care for terminally ill persons and their families or caregivers."

iii. In the case of a home health agency which is affiliated or under common control with a hospital, medical services provided by an intern or resident-in-training of such hospital, under a teaching program of such hospital approved as provided in paragraph 4 of this section.

b. Any of the items and services enumerated in subdivision (a) of this paragraph, which are provided on an outpatient basis, under arrangements made by the home health agency, at a hospital or extended care facility, or at a rehabilitation center which meets such standards as may be prescribed in regulations, and under one of the following conditions:
   i. The furnishing of such items and services involves the use of equipment of such a nature that the items and services cannot readily be made available to such person in such place of residence.
   ii. Such items and services are furnished at such facility while he is there to receive any such item or service described in item (i) of this subdivision, but not including transportation of such person in connection with any such item or service. Any item or service, if it would not be included under paragraph 4 of this section if furnished to an inpatient of a hospital, shall be excluded."

Complaint Submission Process and HHA/Hospice Hotline Information

What is a complaint?

A complaint is a formal notice to the Arizona Department of Health Services (Department) that a business (i.e. HHA or hospice program) may not be in compliance with the regulations that govern their health care institution license. People often file complaints with the Department due to concerns about the health and safety of individuals being cared for by a licensee.

How can a complaint be submitted to the Department about an HHA or hospice program?

To submit a complaint about an HHA or hospice program, you may:
- Call the HHA and Hospice Hotline at 602-364-3350 or 1-800-221-9968;
- Submit an online complaint form; or
- Contact the Bureau of Medical Facilities Licensing for other options.

Once a complaint is submitted, how will the Department process it?

The investigation process generally consists of 3 parts (initial review/triage, investigation, and resolution). To learn more about the process, please see the Complaint Investigation Process overview on the Department's website.

Are there resources for reporting directly to the Centers for Medicare & Medicaid Services (CMS)?

To learn more about reporting concerns about quality of care in health care facilities or suspected health care fraud, waste, or abuse, you may:
- Visit the CMS website;
- Visit the Medicare website; or
- View CMS' educational video about How to Report a Hospice Care and other Medicare Healthcare Complaint.

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To submit a complaint about an HHA or hospice program, CMS recommends:

- Reporting your concerns directly to the provider; however, if you aren't satisfied with the response or you are uncomfortable talking to the provider, you may report your complaint through:
  - The Department's HHA and Hospice Hotline at 602-364-3350 or 1-800-221-9968;
  - Arizona's Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO); or
  - The Medicare hotline at 1-800-MEDICARE (1-800-633-4227).