

High Risk Perinatal Program (HRPP)



Parent Handbook



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

High Risk Perinatal Program

After **5 days** in the NICU, a hospital representative will provide information on the High Risk Perinatal Program (HRPP)

Hospital representative will assist qualifying families enroll, using **2 forms**:
Enrollment Form – Demographics
Enrollment Form – Signature Page

Forms **MUST** be signed and returned within **30 days** after baby's birth

Choose participation level:
Full Participation **OR**
Partial Participation

Full Participation

Partial Participation

A Community Health Nurse will call within **14 days** of discharge to schedule your first home visit

If your financial situation changes within **60 days** after your baby's birth, call your hospital representative to revise your financial worksheet

When you begin receiving bills, contact each service provider to ensure they have your family liability limit and your HRPP number

Welcome to the High Risk Perinatal Program (HRPP)

Congratulations on the birth of your child and welcome to the High Risk Perinatal Program. We understand that being a parent of a newborn can be a bit overwhelming, especially when your baby is in a Newborn Intensive Care Unit (NICU), a Special Care Nursery (SCN) or a Continuing Care Nursery (CCN). The birth of a new baby sets in motion a series of changes that come so fast for new parents that it can seem overwhelming at times. This booklet is designed to provide important information about services that can ease some of your concerns and help you through the next few months. It is a resource that you can come back to when you need it.

The amount that you must pay out of pocket is called Family Liability and is based on the information you provided on the Financial Worksheet, it sets limits on the amount that contracted medical providers can bill you. Medical expenses are defined as medical, vision, dental, mother's birth expenses, and insurance premiums, incurred from the infant's date of birth and 12 months prior. You may be responsible for part of the bills if they are not from an ADHS HRPP contracted Provider.

You have 30 days from your baby's date of birth to enroll your baby in HRPP. We encourage you to take advantage of the support that HRPP provides. Your NICU nurse or the HRPP liaison will assist you in filling out the paperwork.



Benefits from participating in HRPP

Many of the services provided by HRPP happen behind the scenes. In Arizona, hospitals, doctors, transport companies and the Arizona Department of Health Services participate in a regional perinatal system that ensures high-risk pregnant women and high-risk newborns quickly receive expert consultation and the services they need while in the hospital. Additional services may include:

- Community Health Nursing follow-up focusing on your baby's development and transition from the hospital to home
- Necessary transport services to higher levels of care and back transport services to a hospital closer to home
- Assistance with your newborn's NICU medical bills from date of birth to discharge

Enrolling in HRPP

Families can be faced with unexpected and sometimes devastating medical bills. To lessen the burden of your baby's medical costs for transport, hospital, and inpatient physician services, a portion of the HRPP budget is designated to help pay these services. Transport companies, hospitals and doctors that contract with HRPP have agreed to limit the costs to HRPP families based on a sliding scale. This booklet will describe the financial application process and how you can work with the HRPP program to ensure that your baby's medical expenses are paid appropriately.

There are two types of participation to choose from based on eligibility:

Requirements for Determining Eligibility	Partial	Full
Must live in Arizona	X	X
Newborn must have been in the hospital for 5+ days	X	X
*Newborn is enrolled in a healthcare sharing plan, IHS, has AHCCCS or is not insured	X	
Newborn is enrolled in 3 rd party private or group insurance		X

*Note: If your baby is uninsured or has a healthcare sharing plan, you will need to work with your hospital to see if they offer financial assistance.

HRPP is NOT insurance. HRPP is a safety net and payer of last resort which helps to minimize catastrophic costs to parents of high risk infants.

Partial Participation means that you have chosen to receive Community Nursing Services after your baby is discharged from the hospital and either do not qualify for Full Participation or do not want to apply for financial assistance for your newborn's transport, hospital or physician inpatient bills.

Parents usually choose this option if:

- They do not wish to disclose financial information
- They are sure that their insurance company will pay all their newborn's transport, hospital or physician inpatient bills
- They have a healthcare sharing plan versus traditional insurance
- They do not have 3rd party private, or group insurance or are uninsured

If you choose Partial Participation, you will be responsible for all of your bills.

Full participation includes enrollment in the Community Nursing Services program as well as financial assistance with transport, hospital and/or physician inpatient bills for your baby during his/her NICU stay (date of birth to date of discharge).

HRPP financial assistance does NOT cover any costs associated with labor and delivery for the mother.

To be eligible for financial assistance through HRPP, you will be required to apply for all other possible benefits including third party private or group insurance and AHCCCS. If you choose Full Participation, you **must** have your newborn insured through a traditional insurance plan. You will then fill out the financial worksheet in addition to your baby's HRPP enrollment.

When you choose Full Participation, you may be responsible for part of the bills. The amount that you must pay out of pocket is called Family Liability and is based on the information you provided on the Financial Worksheet. The Family Liability sets limits on the amount that contracted medical providers can bill you. You may be responsible for part of the bills if they are not from an ADHS HRPP contracted provider.



If your baby is not enrolled and maintained on your insurance, HRPP will not pay any bills and you will be responsible for all bills for care and service. HRPP also does not pay for non-emergency services (ex. circumcision). If you have questions about your financial liability, when to pay your liability and who you should pay, call the HRPP Claims Coordinator. The Claims Coordinator can also answer any questions you may have about which providers are contracted with HRPP. (Refer to Hospital and Inpatient Physician Services for more details)

When you start receiving bills, call each provider to let them know you are participating in HRPP and your baby's HRPP number is _____. Track the date of all calls and record who you spoke to. If you need to set up a payment plan to stay out of collections, pay small amounts until you have reached your family liability. Once you have paid up to your family liability, call the providers back letting them know to send remaining bills to HRPP at :

HRPP Claims Coordinator

150 N. 18th Ave., Suite 320 Phoenix, AZ 85007

High Risk Perinatal Program (HRPP) 602-364-0058

When you start receiving bills for your baby’s NICU stay, know that 75% of the family liability must be paid to the hospital and the remaining 25% will be split between physicians and transport providers who provided services for your baby. Call 602-364-0058 if you have questions on what services are covered. To ensure you don’t pay more than your family liability, track your bills below:

Eligible dates of service:		
Date of Birth _____ // _____ to Date of Discharge _____ / _____ / _____ Family Liability: \$ _____		
Hospital (75% of your family liability) \$ _____		
Date Paid	Amount	Provider
	\$	
	\$	
	\$	
	\$	
	\$	
TOTAL	\$	
Physicians/Transport (25% of your family liability) \$ _____		
Date Paid	Amount	Provider
	\$	
	\$	
	\$	
	\$	
	\$	
TOTAL	\$	

It is important to keep copies of all invoices and receipts that verify your financial liability has been met. HRPP reserves the right to request verification prior to paying any claims in the event that there is a question or discrepancy.

Be sure to ask your hospital representative what your family liability is and make sure to get a copy of ALL the HRPP forms.

Name and phone # of Hospital Representative: _____

Notes: _____

Community Nursing Services

Whether you signed up as full or partial, one of the benefits your family will receive is follow-up services from a Community Health Nurse. Follow-up after hospital discharge is an important part of the High Risk Perinatal Program.

These follow-up services will take place in the comfort of your own home or an agreed upon location. Once your baby is discharged, the hospital will notify a Community Health Nurse in your area who will contact you within 2 weeks of discharge to schedule an appointment for a home visit. HRPP also offers grief and bereavement support and referrals to community resources if needed.

During the home visit, your Community Health Nurse will assess and discuss your baby's physical and developmental progress. This assessment will include getting your baby's weight and measurements, how you and your baby are adjusting to being at home. Your Nurse will provide you with education, support, resources, and answer any questions that you may have. HRPP also works very closely with the Office for Children with Special Health Care Needs providing support, resources and referrals up to 19 years of age.



Your Community Health Nurse could potentially visit for up to three years. The frequency of these visits is based on needs of your family. It is important to note, that this follow-up program works in conjunction with you and your pediatrician and other healthcare and system providers.

Frequently Asked

Questions: **Question:** What if I do not want a nurse to come to my house?

Answer: When the nurse calls to set up the first appointment, let her know that you do not want a nursing visit. Ask for her phone number in case you change your mind.

Question: What if I need to cancel my appointment?

Answer: When the nurse calls to set up an appointment, ask for a name and phone number in case you need to cancel your appointment.

Question: I am concerned about my baby's development. What should I do?

Answer: Share your concerns with your child's Community Health Nurse and primary care physician. They can screen your child and make referrals for further evaluation and services if needed.

Transport Services

If your baby arrived at the intensive or special care nursery from a smaller community hospital, you have already experienced one part of HRPP. The HRPP Enrollment form you signed may also serve as permission to medically transport your newborn. Transport services are arranged by a doctor who specializes in the care of newborns called a Neonatologist. The Neonatologist decides the best care plan for your baby.



Back Transport Services

Once the need for newborn intensive care has been met, your baby may be sent directly home or may be moved to another hospital closer to your home. This is often called a “back transport.” The decision to move a baby between hospitals is based on the baby’s medical necessities.

Having your baby in a hospital closer to your home will make visiting the hospital easier. If you are enrolled as a Full participant in HRPP, you will be eligible for financial support for back transport if the hospital closer to home is more than 30 miles from the current hospital. If your baby is on AHCCCS, he/she is also eligible for the financial support for a back transport.



Hospital and Inpatient Physicians Services

Hospitals and doctors who have a contract with HRPP will not bill you more than your established family liability; they will bill your insurance company. Families are protected from costs only with providers who have a contract with the

HRPP. To find out if your baby's hospital or doctor contracts with the HRPP, please call the HRPP Claims Coordinator at **(602) 364-0058**.



There is no cost protection from providers who do not contract with the program, but the HRPP may pay bills for other doctors and ambulance companies. These doctors and ambulance companies may bill you more than your family liability.

Frequently Asked Questions:

Question: Do I have to sign up for AHCCCS if I have private insurance and I know I will not qualify for AHCCCS?

Answer: No, it is not required that you sign up for AHCCCS if you already have private insurance. However, you must enroll your baby on your private insurance to be eligible for HRPP.

Question: I do not want to sign up for AHCCCS. Will that affect my financial assistance from the HRPP?

Answer: Yes, to be eligible for the HRPP financial assistance it is your responsibility to apply for AHCCCS and/or any other medical benefits to which you may be entitled. The HRPP is the payer of last resort.

Question: I need more information about my financial liability, who do I call?

Answer: Call your hospital representative for assistance. If you need additional information, please call the HRPP at (602) 364-0058.

Question: My financial situation has changed since my baby was born. Is there anything I can do?

Answer: Yes, if your financial situation has changed within 60 days after your baby's birth, call your hospital representative and request a Revised Financial Questionnaire. For example: Your baby remains medically fragile and mom cannot return to work or dad loses his job. Your family financial liability may be less than originally determined because your income is lower.

Question: I would like my baby transferred to a hospital closer to my home. Will I be billed for the transport?

Answer: HRPP will pay the cost of the back transport after all other financial resources have been exhausted and you have met your HRPP family liability and if the hospital closer to your home is more than 30 miles away from the hospital where your baby is currently admitted. If after the transport, you do get a bill, call the transport company. Let them know that your baby is enrolled in HRPP and that this transport is covered by the HRPP. The transport company needs to send their bill to the HRPP.

Question: Why am I getting all these bills? I thought I signed up for financial help. What do I do?

Answer: You are signed up for the HRPP financial assistance, only if you chose and qualified for Full Participation and filled out a Financial Worksheet and enrolled your baby on your insurance plan or AHCCCS. If you did not add your baby to a plan or AHCCCS or did not maintain insurance for the baby, HRPP will not pay any bills. Call the provider's billing office. Tell them you are enrolled in the HRPP and to send the bill to the HRPP Claims Coordinator.

If the transport company, hospital or physician group needs to verify that your baby is enrolled in HRPP or they do not know how to bill HRPP, have them call (602) 364-0058.

Arizona Department of Health Services (ADHS) and the High Risk Perinatal Program (HRPP) wish you the very best in your journey with your newborn!



Watch our HRPP Parent Introduction Video at:

<http://azdhs.gov/hrpp>

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