



HealthPartners Inspire SNBC

Title:	Benefit Exception Inquiry		
Program(s):	Inspire (SNBC)	Effective Date:	7/1/2016
Frequency:	As needed	System(s):	N/A
Process Owner:	Inspire (SNBC) Supervisor	Back-up Owner:	Inspire (SNBC) Care Coordinators
Revised by:	Ashley Horak	Last Revision:	4/2/2020
Preparation/Materials:	Benefit Exception Form & Instruction Sheet		

Purpose:

When considering approval of an item or service that is outside of HealthPartners SNBC benefit set. Care Coordinators should consider all other appropriate benefits, payer sources (waiver) and available informal supports prior to requesting a benefit exception.

When to use:

When the member has an identified need for additional support(s) and/or the member is requesting a service or supply item not covered within HealthPartners SNBC benefit set or there is an existing benefit exception in place that needs review.

The following items are available for the Care Coordinator to order without benefit exception approval when there is an identified need which is documented in the members care plan and the cost is no more than \$150:

- Pill Boxes
 - Hand Held Showers
 - Medical Alert Bracelets
 - Bathroom Scale
 - Magnifying Glass
 - Grab bars
 - Toilet Safety Frame
 - Bath Mats
 - Reacher
 - Sock-aid
 - Bathroom Wipe Aid
 - Bed Rails
 - Drawer Aid
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When there are other supplies and/or service needs and/or requests, Care Coordinators must complete the Benefit Exception Inquiry Form and submit via secured email to SNBC supervisor along with all supporting documentation such as PT/OT eval notes, physician documentation and/or hospital/ER notes etc., for review and approval. When there are multiple supply/service requests per member, a separate Benefit Exception Inquiry form will be required for each request. One set of supporting documents can support multiple inquiry forms.

Forms should be submitted as soon as possible after the need has been identified or the request from the member received.

For new requests:

When the member has an identified need and/or is requesting a service or supply item not covered within HealthPartners SNBC benefit set, complete a Benefit Exception Inquiry form as soon as possible along with all supporting documentation such as PT/OT eval, physician documentation, and/or hospital/ER notes etc., for review.

For ongoing benefit exceptions:

HealthPartners will review ongoing need for benefit exceptions. The Care Coordinator will complete a Benefit Exception Inquiry (BEI) form within 45 days of the authorization expiring along with current supporting documentation such as PT/OT eval, physician documentation, and/or hospital/ER notes etc., for review.

Approvals: If the inquiry has been approved, SNBC Supervisor will notify the Care Coordinator by email, with the attached Benefit Exception Inquiry form. The Care Coordinator will follow S&I grid for completion of S&I process.

Not Approved: If the inquiry is not approved, Care Coordinators should call members within 1 business day of notification and inform them of HealthPartners decision.