



PHYSICIAN & HOSPICE TERMINOLOGY GUIDE

VALOR DOCTORCARE™ PROGRAM

FOR REFERRALS CALL: 877.615.3996

Attending Physician means a doctor of medicine or osteopathy, duly licensed under applicable state and local law and regulations, who, upon the election of hospice services, is identified by a Hospice patient (or such patient's legal representative) as having the most significant role in the determination and delivery of such Hospice patient's care.

Authorization for services are required by Valor HospiceCare and PalliativeCare and should be obtained by contacting the individual case manager designated for the patient. The Case Manager will require the following information to complete the request for authorization; 1) Service requested, 2) Anticipated date of service, 3) Frequency and duration of the requested services, and 4) Name of the Contracted Provider where services will be rendered.

Case Manager means an RN employed by Hospice to supervise the Interdisciplinary Group, and to coordinate the implementation of the Valor PatientCare™ Plan of Care.

Consulting Physician: A Physician whose opinion or advice regarding evaluation or management of a specific problem is requested by Hospice or the Attending Physician. Any Physician other than the Attending who is providing services to the Hospice patient related to the terminal illness is a consultant.

Contracted Providers: Medical service providers under contract with Valor HospiceCare to provide ancillary services to Hospice patients.

Hospice Levels of Care: There are four (4) Hospice Levels of Care, which are as follows:

1. **Routine Care:** Hospice services provided at a patient's primary residence; a single family dwelling, apartment, mobile home, foster home, assisted living, supervisory care or a contracted nursing home.
2. **Continuous Care:** This level occurs in the patient's primary residence and is used during periods of crises to provide families around the clock support in their home. Eight (8) hours is the minimum duration; out of every twenty-four (24) hours (12 midnight to 11:59 PM), at least 50% of care must be skilled nursing.
3. **General Inpatient Care:** A short-term alternative when pain, symptoms, or family dynamics indicated that symptoms cannot be reasonably managed in other settings as determined by the Hospice Interdisciplinary Group. This level of care can be provided at Valor HospiceCare & PalliativeCare contracted acute hospital or skilled nursing facility. In addition to Routine Services, this level provides the type and amount of services deemed necessary to meet the needs of the Hospice patient and carry out the approved Interdisciplinary Valor PatientCare™ Plan of Care. The level of care requires more intensive treatment or management of the medical condition.
4. **Respite Care:** An inpatient stay in a nursing facility with a five (5) consecutive day maximum benefit for the relief of caregivers. Routine level of care services are provided to a Hospice patient on a Respite level of care for the five (5) day stay.

Hospice Patient means an individual who elects, directly or through such individual's legal representative, to receive Hospice services and is accepted by Hospice to receive Hospice services.

Hospice Plan of Care means those services **authorized** and arranged for by Hospice, for the palliation and management of the terminal illness, as specified in the Valor PatientCare™ Plan of Care. Hospice services, under the direction of a Physician, include overall case management, nursing care and services by or under the supervision of a RN; medical social services; physician services to the extent that these services are not provided by the Attending Physician; counseling services (including bereavement, dietary and spiritual counseling for patient/family); home health aide/homemaker services; medical supplies; palliative treatments related to the terminal diagnosis, drugs and biologicals; DME, coordination of transport (if applicable), PT, OT, RT & ST; and inpatient care as needed for pain control, symptom management and respite purposes.

Interdisciplinary Group means the Attending Physician and certain Hospice employees, which shall include, without limitation, the following individuals: a) a doctor of medicine or osteopathy, b) a registered nurse, c) a social worker, and d) a pastoral or other counselor.