

How will the SNF team plan your care?

When your health condition is assessed, the SNF staff prepares or updates your care plan. You (if you are able), your caregiver, your family, and/or someone acting on your behalf, have the right to take part in planning your care together with the SNF staff. Let the staff know if you want to take part. This helps keep you aware of how the care you get will help you reach your health care goal(s).

Your care plan may include:

- The kind of services you need.
- The type of health care professional you should work with.
- How often you will need the services.
- The kind of equipment or supplies you need (e.g. a wheelchair or feeding tube).
- Whether you need a special diet.
- Your health goal(s), and how your care plan will help you reach your goal(s).

How will I know that my SNF coverage is ending?

You will know if your SNF coverage is ending when a member of the SNF health care team makes you aware of your discharge plan. EmblemHealth will contact your SNF health care team to let them know that coverage for your SNF stay might be ending. If you have concerns regarding your stay, the letter you receive will provide you with instructions on how to appeal the decision.



Questions? EmblemHealth wants to make your stay in a SNF as beneficial to you as possible. If you, your caregiver or your family have questions about your stay or scheduled SNF stay, please call **1-888-447-0294** and press #2.

55 Water Street, New York, New York 10041 | www.emblemhealth.com



UNDERSTANDING YOUR BENEFITS

SKILLED NURSING FACILITY (SNF) COVERAGE



EmblemHealth insurance plans are underwritten by Group Health Incorporated (GHI), GHI HMO Select, Inc. (GHI HMO), HIP Health Plan of New York (HIP) and HIP Insurance Company of New York.

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EmblemHealth believes that understanding your benefits is important in managing your health. A Skilled Nursing Facility (SNF) can help you get back to your pre-illness level of functioning. Often a stay in an SNF is the needed step between the hospital and your own home.

What is a Skilled Nursing Facility (SNF)?

An SNF is an inpatient setting that could be part of a nursing home or hospital. Medicare certifies these facilities if they have the staff and equipment to give skilled nursing care and skilled rehabilitation services, and other related health services as defined by CMS (Medicare). EmblemHealth contracts with Skilled Nursing Facilities that meet the guidelines set by CMS.

Why does someone go to a SNF?

If you have been in a hospital and your doctor determines that you are not well enough to return home, your doctor may request that you be transferred to a network SNF. At the SNF, you will get skilled nursing care to help improve your condition, or maintain your current condition and prevent it from getting worse. You may also receive skilled rehabilitation care to improve your condition within a predetermined time period, or create a program to maintain your current condition and prevent it from getting worse. Skilled care helps you get better, function more independently, and learn

to take care of your health needs. You, your caregiver and family will be able to take part in setting your health goals during your SNF stay.

What services will you receive while at the SNF?

While you are in an SNF, you will have a skilled nursing or rehabilitation staff to treat, manage, observe, and evaluate your care. Examples of skilled care include intravenous injections and physical therapy. Care that can be given by non-professional staff isn't considered skilled care. People don't usually stay in an SNF until they are completely recovered but usually return home with some level of continued support. Skilled care requires the involvement of skilled nursing or rehabilitative staff in order to be given safely and effectively.

Skilled nursing and rehabilitation staff includes:

- Registered nurses.
- Licensed practical and vocational nurses.
- Physical and occupational therapists.
- Speech-language pathologists, and audiologists.

Can you choose a SNF?

Yes, you can. Choosing an SNF is an important decision. For some elective surgeries, your health care team will recommend that SNF care be arranged prior to your admission to the hospital. This will include your participation in selecting an SNF from those that are participating in your network. There are steps you can take to find the SNF that is best for you. It's important to plan ahead. Planning ahead will help you make an SNF choice that meets your needs and gives you quality care. Finding the right SNF is important because it may be your home for a short or long period of time. You want to be comfortable, secure, and cared for properly. Deciding where to get skilled care is an important decision.

How do SNFs compare in quality of care?

Quality of care means doing the right thing, at the right time, in the right way for the right person, and having the best possible results. SNFs are certified to make sure they meet certain Federal health and safety requirements. To find out how SNFs compare in quality in your network, **sign in** to our Web site, www.emblemhealth.com. Then go to "Find a Doctor" select "Other Facilities and Services" select "Skilled Nursing Facilities."

How do I take a formal tour?

- Make an appointment to take a formal tour with the SNF before you visit.
- Take a formal tour with an SNF staff member.
- Ask questions during your tour.
- Ask the staff to show you the information they are required to post* about the number of licensed and unlicensed nursing staff.
- Look around to get a better picture of the services, activities, and quality of care and life for the residents.
- Take the Skilled Nursing Facility Checklist available on our Web site www.emblemhealth.com

with you when you visit. Fill it out and compare the SNFs in your area..

* The SNF must have the results of the most recent survey of the facility done by the Federal or State surveyors available for you to look at.

How will my length of stay at the SNF be determined?

The care you get in an SNF is based on your daily assessments and is planned to meet your needs. When you go to an SNF, a team of staff from different medical fields (depending on your health needs) plans your care. Your SNF care is based on your doctor's orders and information the team gathers when they do daily assessments of your condition. Your doctor and the SNF staff (with your input) use the assessments to decide what services you need and your health goal(s). A health goal is the expected result of your treatment, like being able to



walk a certain distance or to climb stairs. Your daily assessments and skilled care start the day you arrive at the SNF.

An assessment includes gathering information about:

- Your current physical and mental condition.
- Your medical history.
- Medications you are taking.
- How well you can do daily activities (e.g. bathing, dressing, eating, getting in and out of bed or a chair, moving around, and using the bathroom).
- Your speech.
- Your decision-making ability.
- Physical limitations (like problems with your hearing or vision, paralysis after a stroke, balance problems).