

PROVIDER BULLETIN

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October 12, 2021

Private Duty Nursing Multiple Provider Coordination

Applies to: Private Duty Nursing (PDN) Program

Effective Date: 10/1/2021

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- **Fee For Service Multiple PDN Providers**
 - **Managed Care**
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FEE-FOR-SERVICE MULTIPLE PDN PROVIDERS

There are times when one PDN agency is unable to staff all the PDN services authorized for a participant. The Department of Health and Senior Services, Bureau of Special Health Care Needs (BSHCN) service coordinators may approve services to multiple provider agencies or a different agency to meet the needs of the participant. The services must be prior authorized for each provider agency, with a specific number of units authorized to each agency based on the anticipated services each agency will provide. The participant may then utilize multiple PDN provider agencies to assist them in receiving the authorized units of PDN services.

The authorized units can be adjusted and/or moved to another agency in the event an agency is not able to staff their authorized units but another agency can. Provider agencies are encouraged to coordinate with each other to staff all authorized units of PDN services. Agency providers should contact the appropriate [Regional Office for the Bureau of Special Health Care Needs](#) to adjust the authorization. If an unforeseen, urgent or emergency situation arises resulting in a need to adjust the authorization, the BSHCN should be contacted within 72 hours after the event.

MANAGED CARE

Managed Care enrolled providers should contact their Managed Care Organization for questions regarding Private Duty Nursing Program services.

Provider Bulletins are available on the MO HealthNet Division (MHD) website at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD website at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the MO HealthNet ID card.

**Provider Communications Hotline
573-751-2896**