



Performance Driven. Patient Oriented.

**Subject:** Home Visits  
**Policy:** Operations ~ Eligibility  
**Applies To:** All HCFS Employees  
**Effective Date:** December 1, 2016  
**Revised Date:**

**PURPOSE:**

To define the process associated with conducting a home visit on accounts referred to HCFS.

**EXPLANATION:**

Home visits are to be conducted on accounts that have an aggregate balance of \$10,000 or more (unless noted otherwise on facility's Protocol) for the purpose of screening, obtaining applications and/or verifications and other documents.

**PROCESS:**

When HCFS has been unsuccessful in contacting a patient a home visit may be the next course of action. When it is deemed that a home visit is required:

- Refer to the facility's Protocol to determine the parameters for home visits.
- The hospital's personnel should be aware when HCFS is conducting home visits.
- The hospital's identification badge is to be worn and visible during the visit.
- An HCFS business card should be given as soon as possible to identify the purpose of the home visit.
- If the patient and/or the patient's representative is not available, then an HCFS contact letter and business card should be left in an envelope addressed to the patient.
- The PAR is to also complete and submit a mileage form to obtain mileage reimbursement (when a personal vehicle was used to conduct the home visit). The Mileage Form can be located on the Portal by selecting the *Forms and Documents-Administration* hyperlink. See *Expense Reimbursement* policy for submitting the mileage form.

**This Is The End Of This Section.**