



Payment Guideline: Never Events/Healthcare Acquired Conditions

Read First

IMPORTANT INFORMATION CONCERNING WELLFLEET PAYMENT GUIDELINES

This Payment Guideline serves as notice to health care providers of Wellfleet’s payment practices. Health providers are advised to consult their own network provider agreement for determining specific payment policies.

Wellfleet may use reasonable discretion in applying these Payment Guidelines to health care services provided to its enrollees. This Payment Guideline does not address all the issues related to reimbursement for health care services. Other factors impacting reimbursement may supplement, modify or, in some cases, supersede this Payment Guideline. These factors may include, but are not limited to, legislative mandates, the type of provider arrangement and the terms of that agreement, and/or the member’s benefit coverage document.

Wellfleet may modify this Payment Guideline at any time to comply with changes in national standards, changes in best practices, or other factors that may impact this payment Guideline. Should this Payment Guideline be revised, Wellfleet shall publish a new version of this Payment Guideline. Wellfleet encourages providers to keep current with any CPT or HCPCS updates as well as industry standards related to the services described in this Payment Guideline.

Providers are responsible for submission of accurate claims. Wellfleet reserves the right to request supporting documentation for claims submitted, including provider records.

Applicable Plans

- Student Health Insurance (for policies issued or renewing after May 2019)
 - Fully Insured
 - Excluding policies issued in the following states: N/A
 - Excluding ISO
 - Self-Funded
 - Excluding policies issued by the following schools: N/A
- Student Sports
 - Fully Insured; for policies issued by the following carriers:



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- AIG
- Axis
- Commercial Casualty Insurance Company/Wellfleet Insurance
- Self-Funded
 - Excluding policies issued by the following schools: N/A
- Fully Insured Student Accident; for policies issued by the following carriers:
 - AIG
 - Axis
 - Commercial Casualty Insurance Company/Wellfleet Insurance
- Self-Funded Employer Insurance
 - Excluding policies issued by the following employers: N/A

Purpose To define Wellfleet’s payment policy for health care errors defined as “Never Events” by CMS

Scope This policy applies to all health care errors, diagnoses either:

- Defined as “Never Events” by CMS
- Hospital Acquired Conditions (HAC)

Definitions

- “Never Events” – serious and costly errors in the provision of health care services that should never happen. The list is itemized in Attachment 1.
- “Hospital Acquired Conditions” (HAC): -Conditions that are not present on admission and are reasonably preventable through appropriate evidence-based protocols. A list of examples is itemized in Attachment 1.

Guidelines

1. Wellfleet does not reimburse for either Never Events or Hospital Acquired Conditions.
2. If there is a reasonable question as to whether a specific condition was present on admission or hospital acquired, Wellfleet reserves the right to request medical records for review prior to payment.
3. The attached “Never Events & Hospital Acquired Conditions Grid” is a list that includes but is not limited to conditions Wellfleet considers either Never Events or Hospital Acquired Conditions.

- Attachments** 1. Never Events & Hospital Acquired Conditions Grid
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- References**
1. Eliminating serious, preventable, and costly medical errors-never events. May 18, 2006. CMS. Baltimore, MD
<https://www.cms.gov/newsroom/fact-sheets/eliminating-serious-preventable-and-costly-medical-errors-never-events>
 2. CMS proposes additions to list of hospital acquired conditions for fiscal year 2009. April 14, 2008. CMS. Baltimore, MD
<https://www.cms.gov/newsroom/fact-sheets/cms-proposes-additions-list-hospital-acquired-conditions-fiscal-year-2009>
 3. Healy, D. & Cromwell, J. Hospital-acquired conditions—present on admission: examination of spillover effects and unintended consequences. September 2012. CMS. Baltimore, MD
<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HospitalAcqCond/Downloads/HAC-SpilloverEffects.pdf>
 4. Evidence-based guidelines for selected hospital-acquired conditions. Jarrett, N. & Callahan, M. April 28, 2016. CMS. Baltimore, MD.
<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HospitalAcqCond/Downloads/2016-HAC-Report.pdf>
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Change History

Version	Effective Date	Next Review Date
1.0	5/1/2020	5/1/2021
2.0	5/1/2021	5/1/2022

**Attachment 1:
Never Events & Hospital Acquired Conditions Grid**

	Never Event	HAC
Surgical Events		
Surgery performed on the wrong body part	X	
Surgery performed on the wrong patient	X	
Wrong surgical procedure on a patient	X	
Intraoperative or immediately post-operative death in a normal health patient	X	X

Retention of a foreign object in a patient after surgery or other procedure	X	X
	Never Event	HAC
Patient Protection Events		
Discharge or release of a patient, who is unable to make decisions, to other than an authorized person	X	
Patient death or serious disability associated with patient elopement (disappearance) for more than four hours		X
Patient suicide, or attempted suicide resulting in serious disability, while being cared for in a healthcare facility	X	X
Product or Device Events		
Patient death or serious disability associated with intravascular air embolism that occurs while being cared for in a healthcare facility	X	X
Patient death or serious disability associated with the use of contaminated drugs, devices, or biologics provided by the healthcare facility	X	X
Patient death or serious disability associated with the use or function of a device in patient care in which the device is used or functions other than as intended		X
Care Management Events		
Stage 3 or 4 pressure ulcers acquired after admission to a healthcare facility	X	X
Patient death or serious disability associated with a hemolytic reaction due to the administration of ABO-incompatible blood or blood products	X	X
Patient death or serious disability associated with hyperglycemia or hypoglycemia, the onset of which occurs while the patient is being cared for in a healthcare facility	X	X
Iatrogenic pneumothorax with venous catheterization		X
Catheter associated urinary tract infection (UTI)		X
Deep vein thrombosis following a total knee replacement or hip replacement, except for obstetric and pediatric patients		X
Falls and trauma, including those related to fracture, dislocation, or intracranial or crushing injury resulting in patient death or serious injury		X

Patient death or serious disability due to spinal manipulative therapy	X	X
	Never Event	HAC
Patient death or serious disability associated with a medication error (e.g., error involving the wrong drug, wrong dose, wrong patient, wrong time, wrong rate, wrong preparation, or wrong route of administration)	X	X
Maternal death or serious disability associated with labor or delivery on a low-risk pregnancy while being cared for in a healthcare facility	X	X
Death or serious injury of a neonate associated with labor and delivery in a low-risk pregnancy	X	X
Environmental Events		
Any incident in which a line designated for oxygen or other gas to be delivered to a patient contains the wrong gas or is contaminated by toxic substances	X	X
Patient death or serious disability associated with the use of restraints or bedrails while being cared for in a healthcare facility		X
Patient death or serious disability associated with an electric shock while being cared for in a healthcare facility		X
Patient death or serious disability associated with a burn incurred from any source while being cared for in a healthcare facility		X
Potential Criminal Events		
Abduction of a patient of any age		X
Sexual assault on a patient within or on the grounds of a healthcare facility		X
Any instance of care ordered by or provided by someone impersonating a physician, nurse, pharmacist, or other licensed healthcare provider		X
Death or significant injury of a patient or staff member resulting from a physical assault (i.e., battery) that occurs within or on the grounds of a healthcare facility		X