



THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

January 30, 2018

Dear Respite Care Providers:

Starting Monday, January 29, 2018, HSCSN has moved all requests for authorization of respite care services from Care Management to its Utilization Management Department. Enrollees with HSCSN are eligible for up to 168 hours of respite care every 6 months, i.e. 168 hours from January 1st to June 30th and 168 hours from July 1st to December 31st of each year. Once all respite hours are used, HSCSN will not authorize additional respite hours for that 6-month period. We are encouraging caregivers of enrollees to work with their Care Manager and their respite care providers to keep track of hours.

Requests for respite care should be made in advance. We are asking caregivers that all new requests for respite are made at least 14 days prior to the start date of service. For individuals already receiving respite care services, requests should be made at least 3 days in advance.

Caregivers should still make requests for respite care through their Care Manager, and the Care Manager will forward all authorization requests to Utilization Management. Respite Care Providers may send requests for authorization directly to Utilization Management by email to HAAuthCentralIntake@Hshealth.org or (202) 721-7190. We are also requesting that respite care providers send notes documenting hours of respite care provided to UM within 30 days of the service.

If you have any questions regarding the authorization process, please contact the Utilization Management Department at (202) 721-7162. For questions regarding the general respite process, please contact Kiesha Smith, Director of Utilization Management at (202) 495-7646.

Sincerely,

Eric Levey, MD
Chief Medical Officer

Kiesha Smith
Director of Utilization Management

For more information visit hscsnhealthplan.org.
For reasonable accommodations please call (202) 467-2737.

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

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Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午7:00到下午5:30之間給202-467-2737打電話，我們會有代表幫助您。 **Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 0시 00분에서 오후 0시 00분 사이에 202-467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.