HOME OFFICE DIRECTORY

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ACCOUNTING DEPARTMENT

The Accounting department is responsible for:

- Accounting for all field locations and home office departments – ensuring all locations have accurate financial information.
- Reporting operating results to LHC Group's joint venture partners – sending monthly financial statements to all joint venture partners and assisting in facilitating any financial data that is needed.
- Management of all treasury related functions for the company.

ACCOUNTING DEPARTMENT

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12 **DUSTIN STELLY**
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ACCOUNTING DEPARTMENT

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ACCOUNTING DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact if a joint venture partner is asking about financial statements?

A. Please contact Tomeka Jones.

Q. Who do I contact if I have questions regarding patient deposits that are mailed to our agency?

A. Please contact Robin Bourque.

Q. Who do I contact if I have questions regarding financial statements?

A. Please contact the following employees:

- For Beltway & Coastal home health locations – Marguerite Bodin
- For Acadia & Gateway home health locations – Candice Meche
- For hospice locations – Emily Hubert
- For Lifepoint locations - Cody Wiltz
- For CBS locations – Marguerite Bodin
- For LTACH locations – Ashley Breaux
- For home office departments – Maria Wiggins

Q. Who do I contact if I'd like to make Microstrategy access changes?

A. Please email Microstrategy.Team@LHCgroup.com

Q. Who do I contact regarding questions related to W-9s?

A. Please email managedcare@LHCgroup.com

ACCOUNTS PAYABLE DEPARTMENT

The LHC Group Accounts Payable Department assists the organization in meeting its operational needs by disbursing payments to vendors and reimbursements to employees in a responsible and timely manner. Accounts Payable recognizes the importance of, and strives to build and maintain positive relationships while seeking to maximize effective cash management for the company. We support the company's mission and goals by providing accurate disbursements of payments while providing excellent customer services and ensuring compliance with company policies and federal and state regulations.

ACCOUNTS PAYABLE DEPARTMENT

1
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P: 337.706.3503

ACCOUNTS PAYABLE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. How do I submit a new vendor?

A. Agencies are responsible for setting up new vendors via Infor Vendor Request (XP51.1).

Q. What documents are needed for a vendor set up?

A. Current W9 and verification of contract are needed for vendor set up.

Q. How do I submit invoices to AP for processing?

A. Invoices can be submitted via email to Accounts.Payable@LHCgroup.com. Please submit one PDF per email and ensure "subject line" of email has brief description of invoice/vendor, including vendor name & invoice #. Please ensure agency being billed is included in email.

Q. What invoices need prior approval and verification before submitting?

A. Nursing Home, Contract Therapy, and Due to Employee Expenses need prior verification (rates/contracts/services) and approval before submitting.

Q. Can my invoices be allocated to multiple agencies?

A. Per Policy, there is a $500 minimum to split invoices between agencies.

ACCOUNTS PAYABLE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. How do I submit Due to Employee Expenses?

A. DTE Expenses must be submitted with receipts and approvals to the Accounts.Payable@LHCgroup.com email. The form must be completely filled out (address, breakdown of expenses, dates, amounts, etc.) and legible to reduce delays in processing.

Q. What type of payments should be submitted via check request?

A. For payment requests that do not have a true invoice number (Ex: Taxes, Sponsorships, Donations, Conferences, etc).

Q. What type of invoices should I pay with my P-Card?

A. Agency incidentals and one-time vendor payments under $1,000 (Ex: Maintenance, Fees, Meals, Inspections, etc.)

Q. Where can I find Check Request and Due to Employee Forms?

A. Find on the Home Page under Policies and Procedures / Catalog Policy Manager / Forms / Accounts Payable.

ACCOUNTS PAYABLE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. How do I approve/reject invoices in Infor?

A. Please drill down on invoice attachment to view invoice to determine if it's appropriately allocated. Invoices must be approved within 72 hours, or it will be escalated to the next approver. If you reject the invoice, you must add a message before rejecting.

Q. How soon can I expect payment on invoices I submit?

A. Invoices are prioritized and processed based on vendor class. All invoices are paid Net30 unless contractual agreement states other terms. Nursing home, due to employee expenses, and medical directors are Net15.

Q. Where can I find my agency invoice payment information?

A. The Invoice Distribution Report can be found on your Infor Home Page and is automatically populated to show invoices (in a three month period) that have been processed and paid in Infor.

Q. Who do I contact if I have a question about an invoice/vendor/payment?

A. All questions and inquiries can be submitted directly to Accounts.Payable@LHCgroup.com or to the Resolution Specialist over your division.

ACCOUNTS PAYABLE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. How do I approve/reject invoices in Infor?

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CARELINK DEPARTMENT

The CareLink Call Center provides a variety of centralized services for LHC Group. Key areas include:

Health Check Calls (Part of the T3 Disease Management Program)

Patients are identified at the agency level and are referred to the CareLink Call Center to be placed on a call schedule for the diagnoses of HF, HTN, COPD, Diabetes, High Risk, Acute MI and Pneumonia.

Telemonitoring (Part of the T3 Disease Management Program)

We provide a centralized support system to enroll/disenroll patients in the CardioCom software, order and retrieve TM Equipment and monitor current LHC Group patients receiving telemonitoring services.

Patient Discharge Follow Up Program

Home Health patients will have scheduled calls, regardless of payer, at 45 and 90 days post-discharge to determine the durability of the clinical outcome achieved at discharge.

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CLINICAL SUPPORT

Provides support and resources with both clinical and administrative services to our locations within our home health and hospice service lines with expert users and team members of our Clinical Support Department.

Resources Provided

Home health and hospice services from both a clinical and administrative prospective.

Reasons/Appropriate Needs for Requesting Support

Resignations, LOA, new hires, growth. In the event the agency has a sudden gap needing to be filled and no other options available to support internally.

Request Resource

1. **BrM/DON & ROD/DVP**: Collaborate to review resource need(s). Assure all internal resources are fully productive and being used to support their sister location in need. In the event that all options have been exhausted, then...
2. **ROD/DVP**: Begin process for requested services with completion of the Clinical Support Request Form. (Please note the request must come from your ROD or DVP in order for consideration of employee deployment to requested location.)

The content on this page is only applicable to Home Health and Hospice.

CHRIS DUHON, RN
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CODING DEPARTMENT

Coding Department provides centralized coding for all Start of Care and Recertification OASIS assessments of all payor sources for our home health agencies. For our hospice agencies, we complete centralized coding for all Start of Care assessments. In addition, we host Ask.Coding@LHCgroup.com for any coding questions.

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CODING DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. I need to check on the status of an assessment.

Q. I need an assessment coded as a priority.

Q. I have a question about the diagnosis coded.

Who do I contact?

A. If LHC Coding Services codes for your agency, check your branch summary to see if there is a coding query task there. If not, contact either the Coding Services Supervisor for your division or Deborah Enicke. If your agency has coding services provided by the Corridor Group, email lhc@corridorgroup.com for home health; lhchospice@corridorgroup.com for hospice patients.

Q. I need help with a diagnosis selection. What do I do?

A. Contact Ask.Coding@LHCgroup.com

COMMUNICATIONS DEPARTMENT

The LHC Group Communications Department is here to help you grow your business and more effectively communicate with key stakeholders. Using an in-house advertising agency model, our team provides services across the marketing and communications spectrum – from developing marketing campaigns to brand management and strategic planning.

What we do:

- Provide brand management for the national corporate brand and 300+ local agency brands.
- Formulate and carry out marketing and communications initiatives to support corporate development, internal and employee communications, community relations and market development.
- Forecast and manage emerging issues, including crisis communications.
- Craft executive communications, including speeches and board presentations.
- Lead the company's media relations and social media initiatives.
- Prepare financial communications and the company annual report.

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C: 504.390.8779

COMMUNICATIONS DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for general inquiries and new project requests?

A. Email us at Ask.Communications@LHCgroup.com.

Q. How do I access Brand Central?

A. Click on "Brand Central" on the LHC Group home page at home.lhcgroup.com. Sales Account Executives and Operations Business Managers have ordering ability.

Q. I am a new Account Executive. How do I set up a Brand Central user account?

A. Email us at Ask.Communications@LHCgroup.com.

Q. Who do I contact with a potential media crisis?

A. Email Mark Willis at Mark.Willis@LHCgroup.com or Kayla Hebert at Kayla.Hebert@LHCgroup.com.

Q. How can I learn more about the services offered by the Communications Department?

A. Email us at Ask.Communications@LHCgroup.com or attend one of the Communications Department Overviews on LHC Direct.

COMPLIANCE DEPARTMENT

The compliance and ethics program has been developed to ensure we conduct our business in compliance with all applicable federal and state laws and to reduce the risk of misconduct. The adoption and implementation of this program significantly advances the prevention of fraud, abuse and waste in our healthcare efforts and further our fundamental mission to provide quality care to patients. LHC Group sets standards through our Code of Conduct and Ethics and our compliance policies and procedures. One component of our compliance program is our IntegrityLine, which employees can use to report compliance concerns.

1

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P: 337.706.3519

COMPLIANCE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. How do I report a suspected compliance concern?

A. You can report it to a manager, call the IntegrityLine at 888.703.0301, report online at LHCgroupintegrity.com or you can speak directly with JoAnne Little, Chief Compliance Officer (CCO) 337.233.1307.

Q. If I report a suspected compliance concern, can I be retaliated against?

A. No employee shall be disciplined for reporting what he/she believes to be a violation of our practices, policies or procedures.

Q. Can I make an anonymous report?

A. Yes, you can make an anonymous report by calling the integrity line or reporting online at the address above. We do understand there are times you want to remain anonymous; however, remember for a thorough investigation to be done, please provide as much detail as possible and check back as directed in case we have questions.

Q. What training are employees required to do for compliance?

A. Upon hire , all employees/contract workers are required to take two mandatory compliance training courses. (1.) Code of Conduct and Ethics and (2.) Business Ethics, Compliance, Privacy and Security course. In addition, all Home Health and Hospice employees/contract workers are also required to complete an Introduction to Eligibility and Documentation course specific to their service line. Employees/contract workers have 60 days from date of hire to complete compliance training and every year thereafter.

COMPLIANCE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. What happens if I don't complete my mandatory compliance training as assigned?

A. You cannot work until training has been completed, and you are not eligible to take any PTO during this time.

Q. Is it a conflict of interest if an employee or member of her family receives a personal benefit as a result of her position with the company?

A. A conflict of interest arises when an employee receives improper personal benefits as a result of his position with LHC Group. Such conflicts of interest should be reported to the Chief Compliance Officer for review.

Q. How do I report a conflict of interest or potential conflict of interest?

A. Complete a Conflict of Interest Disclosure Form. This form is attached to the back of the Code of Conduct and Ethics or can be located in the LHC Administrative Manual of the Policies and Procedures > Forms > Corporate Compliance Program.

Q. Do I have to report if I have been excluded from participation in federal healthcare programs?

A. Yes, all employees are required to report to LHC Group if they become excluded, debarred or ineligible to participate in federal healthcare programs.

COMPLIANCE DEPARTMENT

i. Clinical Compliance Department

Clinical Compliance Department handles all of the clinical auditing for home health and hospice. The audit teams performs regularly scheduled billing compliance audits and data based random focused audits. Action plans resulting from these audits will be coordinated through the Clinical Compliance Department as well. The other audits that the team performs are the acquisition due diligence audits, and OIG audits. The clinical team also manages and investigates any concerns that arise through the LHC Group Integrity Line. The clinical team serves as a resource to the entire company for questions regarding Medicare Billing Regulations.

1

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Becky.Prejean@LHCgroup.com
P: 337.769.0878

2

Compliance.Department@LHCgroup.com

COMPLIANCE DEPARTMENT

i. Clinical Compliance Department

FREQUENTLY ASKED QUESTIONS

Q. How often are clinical compliance audits performed?

A. Due to the varying types of audits now being performed, there is no set schedule for each audit. Audits are scheduled and repeated based off a number of reports, management requests, CMS data reports and our own internal data mining.

Q. What do I do when I get an audit request from a compliance auditor?

A. We ask that you follow the guidelines sent over with the sample. Upload all the requested documents in the correct areas in HCHB and the auditor will do the rest.

Q. What is the basis of the compliance audit indicators?

A. Compliance audit indicators are based on CMS billing regulations.

i. Clinical Compliance Department

FREQUENTLY ASKED QUESTIONS

Q. What does it mean if my location is placed on Bill Hold?

A. If a location is placed on Bill Hold, the Revenue Cycle Department is notified and will not drop Medicare claims for your location until all requirements are met and compliance has released the Bill Hold.

Q. Where can I find the Medicare billing regulations that are referred to during the audit findings calls?

A. Home Health Medicare Billing Regulations can be found at: http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c07.pdf

Hospice Medicare Billing Regulations can be found at: http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/bp102c09.pdf

Q. How can I prepare for a compliance audit?

A. There is no magic study guide to prepare. However, following policies and practices that LHC Group has put into place, for example, the EOE audit and case conferences, will help in your preparation.

Q. What is an additional document request?

A. Upon finishing any audit, if there are additional items needed, the auditor will reach out to agency management with an opportunity to provide the auditors with items needed to complete the audit.

COMPLIANCE DEPARTMENT

ii. Governmental Audits Department

1

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2

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Fax: 1.800.519.6542

FREQUENTLY ASKED QUESTIONS

Q. What do I do with the contractor notification letters that I receive in the mail (Palmetto, CGS, NGS, Novitas, CERT documentation office, etc.)?

A. As soon as a notification letter is received via mail at the agency, scan and email it to Governmental.Audit@LHCgroup.com

Q. If records are requested from Governmental Audits for an ADR review and I find that signatures, dates, or other documentation is missing, can it be altered or sent back to the physician for correction?

A. No. Once a claim is in ADR status it cannot be altered in any way. If it is noticed that something is not signed/dated by the physician or any clinician documentation needs to be altered, contact April Fruge to obtain an attestation statement that can be included in the submission documentation.

Q. What do I need to do if a third party contractor walks into the agency?

A. It is always possible that a government contractor may enter your agency unannounced. In the case that this happens, ask for their ID/name badges and make copies of them (medical records should only be given to approved personnel). Notify the Governmental Audit department. Forward any documentation provided to the contractor to Governmental Audits so that we can keep it on file, and be sure to, when printing records, include all attachments and wound care addendums and, when copying include front and back.

Q. Where can I find audit reminder cards?

A. The card is available for download on Brand Central in the Business Essentials section.

COMPLIANCE DEPARTMENT

iii. Medical Director Timesheets

A Medical Director's primary responsibility is to provide medical oversight to the program they serve. The ideal Medical Director candidate is a physician who is well-respected in the medical community, has an understanding and appreciation of, and can advocate for the services that you provide, is willing to provide education and guidance for your staff, and can help improve the quality of medical services you provide your patients. Once you have identified the right candidate, you must have a fully executed contract in place before your Medical Director can begin providing services. The compensation to the Medical Director must be fair market value for similar physician services in the geographic area. The contract will have a maximum number of hours the Medical Director can bill each month; this is not a guarantee for each month but a maximum. The number of hours worked will likely vary depending on the needs of the program.

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Director of Privacy and Compliance
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337.706.3519

iii. Medical Director Timesheets

FREQUENTLY ASKED QUESTIONS

Q. How many Medical Directors can an agency have?

A. Only one Medical Director per home heath location. Hospice and LTAC can have multiple.

Q. How do I enter into a contract with a Medical Director?

A. Please access the Contract Request job aid in LHC Connect and the Contract Request Form from the **LHC Group Home Page**.

Q. Who do I contact with questions about Medical Director contracts?

A. Joni Cormier at Joni.Cormier@LHCgroup.com or Adoria Hankton at Adoria.Hankton@LHCgroup.com are the contract paralegals who will be happy to answer any questions you may have.

Q. When are Medical Director timesheets due?

A. Timesheets and appropriate supporting documentation should be scanned and emailed to Jenny.Lavergne@LHCgroup.com by the 10th of every month.

Q. Where can I find the Medical Director Timesheets?

A. Medical Director timesheets are located in the Policies and Procedures manual link via LHC Group home page > LHC Policies > Forms > Corporate Compliance Program > Form-Service Line MD Timesheet

iii. Medical Director Timesheets

FREQUENTLY ASKED QUESTIONS

?

Q. Are there any policies or job aides to assist with completing Medical Director timesheets?

A. The Medical Directorship Policy # 6.1.023 can be found in the Policies and Procedures manual > LHC Policies > Corporate Compliance Program. Job aids are housed in iTrain as well under Resources > Payroll > Timesheet and select the appropriate service line.

Q. What do I need to ask my Medical Director to do?

A. When requesting services of your Medical Director, remember that the activity must be related to a program need.

Q. Can we reimburse the Medical Director for review of policies?

A. Only if there is a purpose related to your program. There is generally no purpose for Medical Directors to review policies that do not pertain to them (like HR policies); however, they may need to review a clinical policy that pertains to the services you provide and that he oversees.

Q. Can we reimburse the Medical Director for review of articles?

A. If the review of articles is to prepare for an in-service with your staff; otherwise, it is not reimbursable.

Q. Who must sign the Medical Director timesheets?

A. The timesheet must be signed by both the Medical Director and the Executive Director/Clinical Director.

COMPLIANCE DEPARTMENT

iv. Privacy and ROI Department

HIPAA is an acronym that stands for the Health Insurance Portability and Accountability Act of 1996. It provides a framework for establishing the protection of patient confidentiality, security of electronic systems and standards and requirements of electronic transmission of health information. LHC Group is committed to protecting the privacy and security of our patients' protected health information (PHI) and identifiable information in all forms, whether written, oral or electronic.

Patients or their authorized representatives have the right to request or obtain a copy of their health information. Requests for access to personal health information should be in writing and signed by the patient or authorized representative. All formal and informal requests for medical records/information must be directed to the Privacy Office. The Privacy Office will review and work with you to determine if and what information is able to be released.

1

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4

JOANNE LITTLE for Privacy Issues
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337.769.0778

FREQUENTLY ASKED QUESTIONS

Q. Who do I send a request for release of records to for approval?

A. Requests for approval should be sent to Privacy.Office@LHCgroup.com.

Q. Are there any requests that do not need to be sent to the Privacy Office for approval before releasing?

A. Requests for continuing care of the patient (hospitals and doctor's offices) and requests for insurance claims from the patient's insurance company do not need to be approved by the Privacy Department.

Q. The records of a deceased patient have been requested. Can the Power of Attorney (POA) sign the authorization?

A. The POA is no longer valid upon death of the patient. The next of kin or Executor of the Estate will need to sign the authorization. The agency will also need to obtain a copy of the death certificate or/and obituary.

Q. A subpoena has been served to the agency. What do I do?

A. Subpoenas are high priority and are time sensitive. These requests need to be processed immediately. Send all subpoenas to Privacy.Office@LHCgroup.com

Q. I received a request on a patient that was not seen by our agency. How do I handle this request?

A. The request should be sent to Privacy.Office@LHCgroup.com and a rejection letter will be sent to the requestor from the Privacy Office.

FREQUENTLY ASKED QUESTIONS

Q. The requestor is asking for medical bills on a patient. How do I go about retrieving these bills?

A. If a patient's medical bill is requested, the bill will be retrieved by the Privacy Office and submitted back to the agency to send with the records. If the medical bill is not currently available or needs to be certified, the bill will be sent to requestor directly from the Privacy Office.

Q. What do I do with the original request after the chart has been released to the requestor?

A. The original request and authorization should be filed in the patient's chart.

Q. Who do I contact if there has been a possible breach of patient information?

A. Contact Renee Thibodeaux via email at Renee.Thibodeaux@LHCgroup.com or Privacy.Officer@LHCgroup.com

Q. What do I do if my tablet/laptop/device is lost or stolen?

A. Complete the Lost/Stolen Device Form and follow the steps. The form is located in iTrain > Resources > Privacy/Security Tips > Lost/Stolen Device Form

Q. Once approved for release, can I email patient information outside of the LHC Group network?

A. You may send information via email but only if you use the word "SECURE" in the subject line of the email. For additional information login to iTrain > Resources > Privacy/Security Tips > Secure Email

COMPLIANCE DEPARTMENT

v. Sales Compliance Department

The Sales Compliance team focuses on educating and training the sales staff on the requirements of the Stark Law, Anti-Kickback Law, State Laws, Civil Monetary Penalties Law and the Sales Code of Conduct. This training focuses on LHC Group policies related to sales and marketing to referral sources. The main objective of Sales Compliance is to ensure that the sales team is properly educated on the laws and policies that affect their roles, how to accurately and thoroughly document expense items in the CRM system and to understand proper allocation of expenses and limits to referral sources. Education is given through new hire training courses, mandatory quarterly hot topics calls, annual training in iTrain and monthly sales and marketing compliance audits.

1

PAIGE JORDAN, MBA
Senior Compliance Auditor
Paige.Jordan@LHCgroup.com
337.769.0702

2

ANNI WILTZ
Compliance Auditor
Anni.Wiltz@LHCgroup.com
337.262.9337

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact about questions concerning the Sales and Marketing Policy?

A. Contact Paige Jordan or Anni Wiltz.

Q. When do I need to enter my expense allocations into CRM?

A. To ensure an accurate YTD expense amount in CRM, your expenses must be entered by the 10th of each month.

Q. Why do I need to enter my expense allocations timely?

A. More than one PCR may be marketing to the same referral source; therefore, timely expense allocation is imperative to avoid any Stark Law on policy averages.

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact if I need to be added to a training course in iTrain?

A. Search for "Sales Compliance" in iTrain to enroll. You may contact Paige Jordan or Anni Wiltz for additional training questions

Q. I have been asked to bring door prizes to a Health Fair that are more than the allowed amount in the policy, what should I do?

A. Contact Paige Jordan or Anni Wiltz. They can give you suggestions of things you can do within the law/policy.

Q. I cannot log-in to CRM. What do I do?

A. You may have a connectivity issue with the VPN and will have to submit a Help Desk ticket with the IT department to resolve the issue.

Q. How do I add missing contacts/facilities in CRM?

A. From the LHC Group home page, submit a help desk ticket using category: CRM (PCR sales tracking software) and subcategory: CRM - add contact/ account

Q. Is the sales emplyee allowed to make marketing purchases prior to receiving a company credit card?

A. No, sales employees are not allowed to use personal funds for marketing related expenses. To receive a company credit card, the sales employee must successfully complete mandatory sales compliance training before a company credit card will be issued. This sales compliance training will educate sales staff on all the laws, regulations, and LHC Group policy requirements surrounding sales and marketing.

DECISION SUPPORT DEPARTMENT

Decision Support is responsible for budgeting and projections, forecasting, monitoring manage care profitability in contracts, certifying that data in Microstrategy and Branch Summary is accurate and useful, preparing analysis as requested by operations, financial analysis for joint ventures and acquisitions, etc. The goal of this department is to improve the support to our managers and make access to data more timely and user friendly. This team stands ready to conduct analyses and summarize the results in an understandable way to assist you in making important decisions.

1

ERIC ELLIOTT
Senior Vice President of Finance
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P: 337.769.0738

2

CORINNE HESTER
Decision Support Analyst
Corinne.Hester@LHCgroup.com
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3

ALEE KHAMBOUNLEUANG
Decision Support Analyst
Alee.Khambounleuang@LHCgroup.com
P: 337.769.0796

4

KELLIE HERNANDEZ
Decision Support Analyst
Kellie.Hernandez@LHCgroup.com
P: 337.769.0819

5

MATTHEW BOURQUE
Decision Support Analyst
Matthew.Bourque@LHCgroup.com
P: 337.262.9316

FACILITIES MANAGEMENT DEPARTMENT

The Facilities Management Department oversees all aspects of LHC Group's Lease Portfolio, including but not limited to negotiating new leases agreements, renewals, relocations, terminations along with right sizing existing space needs. They also coordinate market searches to identify potential relocation sites using metrics developed from current and future growth census and staffing needs, assist agencies with landlord conflicts and other lease related issues and coordinate all agency relocations and closures by networking closely with all other Home Office departments (Licensing, IT/Data, Marketing and Procurement)to make sure all components of the move are consistently handled companywide. They are also responsible for coordinating efforts surrounding construction, utilities, signage, movers and the verifying and approving of monthly rent payments.

1

KARL COMEAUX
Director of Facilities and Fleet Management
Karl.Comeaux@LHCgroup.com
P: 337.262.9219

2

TRICIA ROBIN
Facilities Coordinator
Tricia.Robin@LHCgroup.com
P: 337.706.3533

3

JENNIFER DELCAMBRE
Facilities Coordinator
Jennifer.Delcambre@LHCgroup.com
P: 337.769.0861

4

JEANNINE LANGE
Facilities Coordinator
Jeannine.Lange@LHCgroup.com
P: 337.769.0811

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for questions regarding lease specifics, i.e. expiration date, what is included, etc?

A. Anyone in the Facilities Management Department

Q. Who do I notify if our building has a change of ownership?

A. Tricia Robin

Q. Who do I contact for questions regarding lease payments?

A. Tricia Robin

Q. Who do I contact for issues involving our building?

A. Contact anyone in the Facilities Management Department

Q. Who do I contact if we want to relocate?

A. Karl Comeaux

FACILITIES MANAGEMENT DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact if we need new signs?

A. Jeannine Lange

Q. Who do I contact if we need new furniture for our new building?

A. The Procurement Department

Q. Who do I contact if we need janitorial service or garbage collection for our new office?

A. The Legal Department

Q. Who do I contact if we need to hire movers?

A. Jennifer Delcambre

Q. How do I get a copy of my current lease for my facility?

A. Contact anyone in the Facilities Management Department

FINANCIAL OPERATIONS TEAM

The LHC Group Financial Operations Department provides analytical support and insight regarding the financial performance of each agency by monitoring trends and identifying areas of opportunity.

CHARLSIE CRAGAR
Hospice Operations
Hospice & Palliative Care
Charlsie.Cragar@LHCgroup.com
P: 337.210.1453

SHELLY SOILEAU
Senior Operations Analyst
Acadia & Facility Based Services
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P:337.769.0727

DEREK STELLY
Senior Operations Analyst Coastal, CBS, & Nurse Practitioners
Derek.Stelly@LHCgroup.com
P: 337.769.0693

GRETCHEN WILLETT
Senior Operations Analyst
Gateway, Beltway
Gretchen.Willett@LHCgroup.com
P: 337.769.0649

FINANCIAL OPERATIONS TEAM

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for assistance with the staffing model or capacity planning?
A. Please contact your designated Operations Analyst.

Q. Who do I contact for questions regarding our projections?
A. Please contact your designated Operations Analyst.

Q. Who do I contact for questions regarding our budget?
A. Please contact your designated Operations Analyst.

Q. Where do I find key metrics associated with my agency?
A. Branch Summary.

Q. What metrics does this team monitor?
A. Operating Margin, Average Daily Census, Admissions, Productivity, Visits Per Episode, Visits Per Admission, Case Mix, Payer Mix, Optimization, Utilization, etc.

FLEET MANAGEMENT DEPARTMENT

Enterprise and Union Leasing provides the day-to-day support to Fleet Program participants. LHC Group has a dedicated Fleet Operations Specialist and Facilities Coordinator to ensure proper and consistent administration of the Fleet Program in accordance with LHC Group policies and procedures. We no longer have a formal fleet program. We manage fleet vehicles obtained though acquisitions, mergers, etc. These vehicles are managed through the life of the lease or the fair market value analysis provides a more advantageous time.

1
KARL COMEAUX
Director of Facilities and Fleet Management
Karl.Comeaux@LHCgroup.com
P: 337.262.9219

2
JEANNINE LANGE
Facilities Coordinator
Jeannine.Lange@LHCgroup.com
P: 337.769.0811

FLEET MANAGEMENT DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. I do not have a current insurance card. How do I obtain a new card?

A. Email Jeannine Lange.

Q. I lost my fuel card. How do I get a new one?

A. Email Jeannine Lange.

Q. I am having trouble entering my mileage. What should I do?

A. Enterprise - Email Michelle Cobham at michelle.cobham@efleets.com

Union leasing - Email Healther Perez at hperez@unionleasing.com

Q. I have a cracked/chipped windshield. How do I get it repaired or replaced?

A. Enterprise - Call 800.325.8838

Union Leasing - Call 800.694.7894

FLEET MANAGEMENT DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. I was in an accident and need a rental car. How do I obtain a rental?

A. Enterprise - Call 800.325.8838

Union Leasing - Call 800.694.7894

Q. How do I receive assistance for a flat tire?

A. Same as above.

Q. I need new tires. Where do I go to get them and how do I pay for them?

A. Same as above.

Q. I ran out of gas. How do I get assistance?

A. Same as above or check vehicle maintenance card.

Q. Where do I go for routine maintenance and how do I pay?

A. Same as above or check vehicle maintenance card.

HUMAN RESOURCES DEPARTMENT

The HR Transactional Center of Excellence (COE) is your partner for items that require a change to an employee to include:

- Borrows
- Status Changes
- Sub System Entries
- Background checks
- New hire onboarding
- Employee record creation
- Position changes
- Pay changes
- Contract worker entry
- Volunteers

EMPLOYMENT VERIFICATION
P: 800-367-5690
http://theworknumber.com

Provide the verifier with:
Company Name: LHC Group
Employer code: 25885
Employee SSN

ID BADGE REQUESTS
Id.Badges@lhcgroup.com

Send the following information:
Employee full name
Employee picture
Employee position
Facility location and address

CHRIS GILL VP
Human Resources and Talent
Chris.Gill@LHCgroup.com
P: 337.262.4857

HOLLI BROU
Human Resources Service Center Manager
Holli.Brou@LHCgroup.com
P: 337.769.0690

CAITLIN KINLER
Onboarding Specialist
Market Development/Lifepoint, Home Office, Acquisitions
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SYDNEY OUBRE
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DESIREE WAPNARSKI
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ELISHA CRINER
Onboarding Specialist
Acadia/LTACH and LifePoint
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STACIE THOMPSON
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Coastal
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HUMAN RESOURCES DEPARTMENT

HOPE LEGER
Benefits Administrator
Hope.Leger@LHCgroup.com
P: 337.769.0742

Benefit enrollment
Life events
Employee assistance program
PTO and PTO donations
Employee stock purchase voluntary products
401(k) retirement plan
Cobra / benefit terminations

CATHY BELALA
Benefits Administrator
Cathy.Belala@LHCgroup.com
337.210.1436

Benefit enrollment
Life events
Employee assistance program
PTO and PTO donations
Employee stock purchase voluntary products
401(k) retirement plan
Cobra / benefit terminations

JENNY DORSETT
Leave Administrator
Jenny.Dorsett@LHCgroup.com
P: 337.769.0732

Long term disability requests
Accommodations
LOA, ADA HR 101 trainings

JEN BOUTTE
Employee Leave Specialist
Jen.Boutte@LHCgroup.com
P: 337.210.1435

Leave of absence requests
Short term disability requests
LOA, ADA HR 101 trainings

LANIE BREAUX
HR Assistant
Lanie.Breaux@LHCgroup.com
P: 337.706.3592

Badge request received through
ID.Badges@lhcgroup.com
LA Nat 7 forms CNA
Labor Law posters
LOA benefit premiums

RICH KEEN
HR Systems Coordinator
Rich.Keen@LHCgroup.com
P: 337.262.9378

HRSystemsSupport@lhcgroup.com

ELIZABETH TOUCHET
HR Systems Specialist
Elizabeth.Touchet@LHCgroup.com
P: 337.769.0780

HUMAN RESOURCES DEPARTMENT

OTHER SUPPORT

Human Resources department is responsible for management of all employee information that is maintained in systems.

Email: HRSystemsSupport@LHCgroup.com

for help with:

- PAF System
- PAF System Testing
- Employee Reporting
- Infor Audits
- Application Software Support for Infor
- Infor Testing
- ICIMS support
- HR/Payroll System
- Supervisor Changes

BUSINESS PARTNERS

LOLANDA BROWN
HR Business Partner
Gateway, Hospice, Home Office
Lolanda.Brown@LHCgroup.com
P: 337.769.0701

RENEE DELAHOUSAYE
HR Business Partner
Coastal, Market Development /LifePoint
Renee.Dellahousaye@LHCgroup.com
P: 337.769.0827

ALLISON CHAPPELL
HR Business Partner
All
Allison.Chappell@LHCgroup.com
P: 337.706.3583

JENNY LEDOUX
HR Business Partner
Beltway, CBS
Jenny.LeDoux@LHCgroup.com
P: 337.769.0785

FREQUENTLY ASKED QUESTIONS

Q. When does the I-9 documentation need to be collected? (i.e. Driver's License/Social Security Card, Driver's License/Birth Certificate, Passport, etc.)

A. I-9 identification should be verified and copied for the HR File at the time of the drug screen.

Q. When is the employee ID number generated for a new employee?

A. I-9 Section 2 drives the creation of the Infor ID. You must make it past Section 2 of the I-9 in order to get the Employee ID number for your new hire. For home health and hospice full time and part time employees, this task must be completed by Friday at noon before orientation Monday in order to get the employee ID number before orientation Monday.

FREQUENTLY ASKED QUESTIONS

Q. How should I handle an employee that needs to be separated from the company?

A. Contact your HR Business Partner to review employee incidents and associated documentation before separating or meeting with employee.

Q. How do I place an employee on a leave of absence? Is a PRN employee eligible for a leave of absence?

A. If an employee requests or frequently takes time off due to a personal or medical reason, contact Jennifer Dorsett or Jen Boutte to initiate the appropriate leave of absence process. Employment status is not used to determine eligibillty of leave of absence.

Q. How do employee's enroll for benefits as a new hire or when they experience a status change?

A. LHC Group uses an online benefit enrollment process – employees will receive notification of eligibility via email and enroll at lhc.bswift@bswift.com.

Q. What if I cannot see my employee's in the PAF system?

A. Notify HRsystemssupport@LHCgroup.com so that the direct reports can be corrected in the PAF system.

Q. What if I cannot see my shared employee's in the PAF system?

A. Shared employee's are not updated in Infor, and therefore not listed in the PAF.

FREQUENTLY ASKED QUESTIONS

Q. When can an employee's status, position, or pay change?

A. Employee changes are only allowed at the beginning of a pay period.

Q. What should I do with subpoena's that request employee records?

A. Subpoena's should be sent to your HR Business Partner.

Q. When do employee benefits end?

A. Benefits ending due to separation or change in status always end at the end of the pay period that eligibililty ends.

Q. How should employment verifications be completed?

A. All verifications are completed by The Work Number (TWN). Contact them at 1.800.367.5690 or www.theworknumber.com. The LHC Group employee verification code is #25885. Policy prohibits verifications to be completed by any LHC Group Staff – in writing or via phone.

Q. How do background checks get completed?

A. Background checks for new hires are initiated by the HR onboarding specialist. Background checks for shared employees are initiated by the Office Manager.

INFORMATION SERVICES and TECHNOLOGY DEPARTMENT

The information services and technology team's mission is to make appropriate computer technology and software available to you and to provide assistance as required.

- Desktop and laptop computers
- Tablet cevices utilized for HCHB
- Printers
- Facility cabling and wiring
- Acquisitions (Network, Telecom, Logistics)
- Copiers and fax machines
- Wireless network access
- LHC Group network access
- Facility moves (telecom and networking)

If you need immediate assistance with an IT or HCHB issue please call 855.TEAM.LHC (855.832.6542) Option #1 for HCHB and Option #2 for IT

1

JT THOMPSON
Chief Information Officer
JT.Thompson@LHCgroup.com
337.769.0881

2

ROBBY PESHOFF
Director of IT Infrastructure and Operations
Robby.Peshoff@LHCgroup.com
P: 337.262.4809

INFORMATION SERVICES and TECHNOLOGY DEPARTMENT

We provide assistance with HARDWARE / TECHNICAL issues like:

- Your computer is not working right
- You need help with printers or copiers
- Your internet is down
- Unable to access files / folders / software
- You need equipment for a new employee
- Your wireless is not working right
- You forgot your password
- Help locating your tablet used for HCHB
- Your computer has a virus or malware

We will assist you with access and use of software and applications like:

- HomeCare HomeBase
- Allscripts
- EOE Audit Tool
- Infor / Kronos
- HCS (LTACH)
- Citrix Gateway
- LHC Connect
- SVP Tool
- VPN Software
- Continulink
- Employee Intranet
- RX Link (Pharmacy)
- Email
- WebEx
- SHP
- Branch Summary
- Sharepoint

We also develop custom software and reports for your use. Our goal is to make you more efficient by providing timely, actionable data and solutions that streamline your business processes.

TELECOMMUNICATIONS

The Telecommunications Department will help you with your land line phones, including desk phones, soft phones, phone lines, procuring data circuits and fax lines. We also own telecommunications tasks for relocations, acquisitions and office closures.

For after hours and weekend support please call 855.TEAM.LHC (855.832.6542) Option #2 for IT.

1

SHERYL MAYER
Telecom Analyst
Sheryl.Mayer@LHCgroup.com
Telecom@LHCgroup.com
P: 337.262.9300

FREQUENTLY ASKED QUESTIONS

Q. What do we do if we have a technical issue?

A. Start by creating a detailed help ticket paying attention to choose the appropriate category and subcategory. Include your call back number. If a help ticket can't be placed dial 855.832.6542 and choose 1 for HCHB, 2 for IT.

Q. What information needs to be placed in a help ticket?

A. All information relevant to the issue that you need assistance with. Be descriptive, include call back number, severity of issue. Please be logged into / nearby the device.

Q. Who takes care of tablet issues? Telecom or IT?

A. LHC Group IT provides tablet support. Submit a help ticket or if not available call 855.832.6542 and choose 2 for IT. See key contacts for escalation requests.

FREQUENTLY ASKED QUESTIONS

Q. What should you do if you need help with your phone/fax or have a telecom issue?

A. Create a help desk ticket.

- Provide as much information about the issue as you can.
- Provide the city, state and zip code of the location that you are calling on behalf.
- Don't use abbreviations especially in the branch location field (this helps us for afterhours calls).
- If a help ticket cannon be placed call us at 855.832.6542, opt 2.

Q. What information should you include in a help ticket?

A. Be specific and detailed.

- Does the issue occur all the time, or intermittently?
- What were you trying to do (include phone number you were calling from, the number you were trying to reach?
- What was the issue – for example got a fast busy, reached recording, call did not transfer etc.?
- Date and time you experienced the issue. How can we best reach you, and when?

FREQUENTLY ASKED QUESTIONS

Q. What do we do for an emergency or after hours issues?

A. Place a help ticket if possible and if not dial 855.832.6542 and select 1 for HCHB, 2 for IT.

Q. My mail stopped working on my tablet. Who do I call?

A. Submit a help ticket, choose "Email" for category or Dial 855.832.6542 and select 2 for IT.

Q. I have a new employee starting today and have not received their windows account information. Who do I call?

A. First please verify the employee's status is active in Infor and that all open tasks in Open Hire are completed. If the employee is active in Infor, dial 855.832.6542 and select 2 for IT.

INTEGRATION DEPARTMENT

The Integration Department is primarily responsible for the successful integration of newly acquired LHC Group agencies into our company. Integration team specialists are highly skilled in teaching electronic medical record software as well as agency operations and daily policies and procedures. The Integration Department is also responsible for developing education materials for company use on specific agency processes and best practices. In addition, integration team members are able to analyze agency operations and create plans of correction as well as train new employees on software and agency practices.

RESOURCES PROVIDED – Home health and hospice services from both a clinical and administrative prospective.
REASONS/APPROPRIATE NEEDS FOR REQUESTING SUPPORT – Resignations, LOA, new hires, growth. In the event the agency has a sudden gap needing to be filled and no other options available to support internally.

CHRIS DUHON, RN
Director of System Integration and Clinical Support
Chris.Duhon@LHCgroup.com
P: 337.210.1458

JANET PALMIERI RN, BSN
System Integration Supervisor
Janet.Palmieri@LHCgroup.com
P: 337.412.8872

TOMMIE GISCLAIRE
Systems Integration Supervisor
Tommie.Gisclaire@LHCgroup.com
P: 337.706.3548

REQUEST RESOURCE –

1. **BRM/DON & ROD/DVP:** Collaborate to review resource need(s). Assure all internal resources are fully productive and being used to support their sister location in need. In the event that all options have been exhausted, then...
2. **ROD/DVP:** Begin process for requested services with completion of the Clinical Support Request Form. (Please note the request must come from your ROD or DVP in order for consideration of employee deployment to requested location.) Employee Home Page > click Clinical Support Request Form (VPN Connection Required)

INTEGRATION DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. If I am part of a new LHC Group agency, whom should I contact if I have questions about someone coming onsite to train?

A. You should receive a training schedule to begin 2-3 weeks prior to your go-live date with LHC Group. If you have not received this schedule, contact Chris Duhon.

Q. If I have a new hire, whom should I contact to get them trained**?**

A. The new hire will use their orientation calendar for their respective position. Contact you Regional Operations Director (ROD) to coordinate someone local to precept that person. If there is no one local to train, the ROD will reach out to Chris Duhon to coordinate training.

Q. If all of my staff needs refresher training on the EMR software, what do I do?

A. First, attempt to have everyone participate in the online learning classes dedicated to the current EMR. If you still have needs for training, contact your ROD to coordinate training with Chris Duhon.

Q. My agency is struggling to meet benchmarked metrics and I don't know why. Whom can I contact?

A. Contact your ROD to assist with an analysis of the agency. The ROD may request for integration team members to assist in the evaluation.

INTERNAL AUDIT DEPARTMENT

The function of LHC Group's Internal Audit Department is to provide audit services which assess the controls and procedures in place, evaluate compliance with company policies related to expenditures and access to assets, evaluate whether controls and procedures established to mitigate risks are performing as intended and perform tests to support the Company's independent auditor, KPMG.

Our goal is to provide independent, objective assurance and consulting services designed to add value to and improve operations and efficiency. We accomplish this goal by applying a systematic and disciplined audit approach to evaluate and improve the effectiveness of risk management, internal control and governance processes.

1

HUNTER BUXTON
Director of Internal Audit
Hunter.Buxton@LHCgroup.com
P: 337.769.0646

2

JADE MOREAU
Internal Audit Manager
Jade.Moreau@LHCgroup.com
P: 337.769.0715

LEGAL DEPARTMENT

i. Litigation

The litigation team within the Legal Department manages and supports the company in connection with all company related litigation matters, investigations, administrative charges, issues related to legal compliance, employment claims, legal invoices, company stock agreements, employment agreements, separation agreements, attorney demand letters, restrictive covenant agreements drafting, enforcement, review and all subpoenas (other than routine medical record requests). Please contact Melanie Houghton, Vice President of Legal Affairs or Amy Breaux, Sr. Litigation Paralegal if you have questions regarding any of the above topics.

1

MELANIE HOUGHTON
Vice President of Legal Affairs, Litigation and Employment Counsel
Melanie.Houghton@LHCgroup.com
P: 337.769.0704

2

AMY BREAUX
Sr. Litigation Paralegal
Amy.Breaux@LHCgroup.com
P: 337.769.0709

LEGAL DEPARTMENT

i. Litigation

FREQUENTLY ASKED QUESTIONS

Q. What do I do if I receive a subpoena or other legal document in the mail?

A. If you receive a subpoena or other document that appears to be legal in nature (unless the document is related to a request for a current or former patient's medical records), please immediately email a PDF copy of the document to Melanie.Houghton@LHCgroup.com.

Q. How do I handle a request for a current/former patient's medical records?

A. Please immediately email a PDF copy of the request and any related documents to the Privacy Office at Privacy.Officer@LHCgroup.com.

Q. Should an agency accept service of a subpoena or other legal document being served on an employee not at the office?

A. An agency should not accept service of a subpoena or other legal document being served on an employee not at the office. If the subpoena or other legal document is served on the agency itself, please accept service and then immediately email a PDF copy of the document to Melanie.Houghton@LHCgroup.com.

Q. An attorney just called me to discuss a current/former patient. How should I respond?

A. Please request the attorney's name and contact information and let him or her know that you will pass on his or her request for information to the appropriate individuals. Then please contact the Privacy Office at Privacy.Officer@LHCgroup.com with the details and they will provide guidance on next steps.

FREQUENTLY ASKED QUESTIONS

Q. An attorney just called me to discuss a current/former employee. How should I respond?

A. Please request the attorney's name and contact information and let him or her know that you will pass on his or her request for information to the appropriate individuals. Then please contact Melanie Houghton and Amy Breaux with the details, and they will provide guidance on next steps (contact information above).

Q. I received a copy of a Charge of Discrimination from the EEOC or other similar state agency in the mail. What should I do?

A. Please immediately email a PDF copy of all documents you received to Melanie Houghton and Amy Breaux.

LEGAL DEPARTMENT

ii. Legal Contracts Department

Our experienced contracts and corporate paralegals maintain and manage the contract review process beginning with the review of the submitted contract request form and ending with the execution of the contract, including new agreements, renewals, amendments, addendums, assignments, letters of termination, restricted covenant agreements, medical directors and bills of sale. They are here to answer any of your questions related to contract issues.

1

JEREMY TRAHAN
Vice President of Legal Affairs, Transactional Counsel
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2

JONI CORMIER
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3

ADORIA HANKTON
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4

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5

DEEDRA COMEAUX
Contracts Paralegal
Deedra.Comeaux@LHCgroup.com
P: 337.237.0981

FREQUENTLY ASKED QUESTIONS

Q. What do I do if a vendor requests an address or name change?

A. Obtain a new W-9 with the revised information and forward it to your contracts paralegal. They will then decide if an assignment of the contract needs to be done and will forward the W-9 to the Accounts Payable Department. Please contact the Financial Department for assistance with a W-9.

Q. If a new contractor/vendor contacts me to provide services to our agency, who do I direct them to?

A. Therapy vendors should be directed to Price Ransom at Price.Ransom@LHCgroup.com. All other vendors should speak directly to your Director of Nurses or Branch Manager to discuss services, rates, etc. Please do not direct them to the Legal Department, as all contract requests must originate at the agency level.

Q. Can a contractor/vendor provide services before a contract is completed?

A. They should not. Prior to contracting services, vendors/contractors are required to have certain insurance coverage and provide proof of such coverage. However, patient care should not be jeopardized. Under certain circumstances, your state director/executive director can approve patient care services prior to a contract being completed in emergency situations. Please keep in mind that contractor invoices will not be paid until the contract is finalized.

FREQUENTLY ASKED QUESTIONS

Q. I need assistance regarding liability insurance certificates for my agency. Who can help me?

A. Please direct all inquiries related to certificates of liability insurance to Glenn LeBlanc from the Risk Management Department Glenn.Leblanc@LHCgroup.com.

Q. Where do I submit Medical Director time sheets?

A. Please email all Medical Director time sheets, including supporting documentation, to the Home Office, attention Jennifer.Lavergne@LHCgroup.com. Questions can also be directed to Jennifer Lavergne.

Q. Who do I contact regarding questions about insurance coverage?

A. Contact Glenn LeBlanc in the Risk Management Department Glenn.Leblanc@LHCgroup.com.

LEGAL DEPARTMENT

iii. Licensure and Regulatory Department

Our Licensure and Regulatory Affairs Department is your one stop shop for all of your licensure, permits, survey and regulatory update needs. This unique department insures that our agencies have all of their licenses permits required to remain operational. They also assist with regulatory compliance issues, state surveys, compiling and filing all CON annual reports and facilitates denovos, acquisitions and closures. Licensure and Regulatory Affairs also handle the filing of necessary documentation for relocations, key personnel changes and trade name changes with State and Governmental offices. If you have any questions or need assistance from this department, feel free to contact one of our specialists as indicated.

1 **RICHARD MACMILLAN**
Senior Counsel
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2 **ANGEL STANSBURY**
Sr. Corporate Paralegal
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3 **RACHEL BROWN**
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4 **JODI BORDELON**
Licensure and Regulatory Paralegal
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5 **ANDREA OTTERSTATTER**
Licensure and Regulatory Paralegal
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LEGAL DEPARTMENT

iii. Licensure and Regulatory Department

FREQUENTLY ASKED QUESTIONS

Q. What types of licenses do the Licensure Department maintain.

A. We maintain State Licenses, CLIA, Annual Reports, Key Personnel Reporting, Trade Names, Tax ID Numbers.

Q. Who do I contact if any of my licenses are expired?

A. Please contact Rachel Brown or Jodi Bordelon.

Q. Who do I contact if I need a copy of a license?

A. Please contact Rachel Brown or Jodi Bordelon.

Q. If I receive an original application in the mail or fax, where do I sent it?

A. Please contact Rachel Brown or Jodi Bordelon.

Q. If a state surveyor arrives, who do I contact?

A. Please contact Rachel Brown or Jodi Bordelon.

LIFELINE PERS DEPARTMENT

The LHC Group Philips Lifeline Personal Emergency Response System program is a free service that is provided to home health and hospice patients that meet qualifying criteria for up to 90 days. We provide centralized support for all questions and issues regarding Lifeline PERS for our agencies as well as our vendor, Philips.

1

SANDY HOARD
Director of Carelink and Lifeline PERS
Sandra.Hoard@LHCgroup.com
P: 337.706.3574

2

AMBER WOLFE
Lifeline PERS Coordinator
Amber.Wolfe@LHCgroup.com or
Lifeline.PERS@LHCgroup.com
P: 337.769.0731

FREQUENTLY ASKED QUESTIONS

Q. How do I enroll a patient for Lifeline services if requested outside of the SOC/ROC visit?

A. Go into HCHB, under the “Referral Source” tab, and mark the Lifeline Care Type for the patient.

Q. What documents should be signed at admission by eligible patient’s being enrolled for Lifeline PERS services?

A. The Lifeline Acceptance Form must be signed by all patient’s accepting the Lifeline PERS services. This form is located in Banking Forms and is item number LHC10067D. This form is to be scanned into the patient’s chart once signed.

Q. When should I manually enroll a patient in Care Partners Connect?

A. As per all recent Lifeline PERS program updates, patient’s should never be manually enrolled unless specifically requested to do so by Lifeline PERS at Home Office.

Q. Who do I reach out to for special requests, such as wrist pendants, labels, overnight shipment requests, or any other Lifeline related requests?

A. Always reach out to Lifeline.PERS@LHCgroup.com for any Lifeline related requests, inquiries, or questions. This is the liaison between LHC Group and Philips Lifeline and will always be able to provide the most up to date and accurate information.

LIFELINE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. How long is a patients Lifeline covered by LHC Group?

A. As per the LHC Lifeline Policy, Lifeline services are included in a patient's plan of care for 90 days or until the patient is discharge, whichever comes first.

Q. Can a patient be covered by LHC under their plan of care if they already had a unit in their home at the time of admission?

A. If a patient agrees to pay privately for their Lifeline unit, at any time, they are to continue to do pay privately for the unit and will not be covered through LHC Group again in the future.

MANAGED CARE DEPARTMENT

The Managed Care Department oversees all payer relations for the company. The Managed Care Department researches and negotiates managed care contracts for all services lines. The team also completes all credentialing paperwork for in and-out-of-network payers, including W-9s when requested by a payer. The Managed Care team maintains a contract database (Meditract) to assist with contract details by locations and creats reporting that is sent out to operations leadership. This team assists with payer settlements and/or any payment issues that can be trended by Revenue Cycle that may need specific payer intervention and/or negotiations. The team investigates all regulations and requirements by the payer for billing.

1

GWEN GUILLOTTE
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2

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MANAGED CARE DEPARTMENT

Payor Relations

LYNETTE DUGAS
Payer Relations Coordinator
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Managed Care Credentialing W9s

ELIZABETH ISTRE
Managed Care Credentialing Specialist
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KIMBERLE CORSEY
Managed Care Credentialing Specialist
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Managed Care Contracting

JENNIFER GAINES
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GRACE HERPIN
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P: 337.706.3595

Acquisitions

AMANDA HEBERT
Amanda.Hebert@LHCgroup.com
P: 337.769.0668

MANAGED CARE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. To whom do I send paperwork from a payer for completion?

A. Email it to managedcare@LHCgroup.com.

Q. Who contacts a payer to negotiate rates for a new contract?

A. Email the request to Samantha.Munn@LHCgroup.com.

Q. Who can reset my Meditract password?

A. Email managedcare@LHCgroup.com.

Q. Who can tell me about specific payer policies?

A. Email managedcare@LHCgroup.com.

MANAGED CARE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who can contact the payer when they say we are out of network but we think we should be in network?

A. Email managedcare@LHCgroup.com.

Q. For a newly acquired agency who can we discuss contracts with?

A. Email the request to Samantha.Munn@LHCgroup.com.

Q: Who handles Preferred Provider Agreements and ACO requests?

A: Please email requests to Gwen or Sam.

PAYROLL DEPARTMENT

Payroll is responsible for processing payments for wages and mileage reimbursement via direct deposit, pay card or check. The payroll department processes changes to direct deposit and tax withholding information, W2s and garnishments, integrates all payroll data from HCHB, ContinueLink, PASS and Kronos into HR/PR systems and files payroll tax returns and remit taxes withheld to appropriate agencies.

JOEY BENOIT
Director of Payroll
Joey.Benoit@LHCgroup.com
P: 337.769.0743

- Directs all functions of the Payroll Dept. and payroll processing
- Development of Department Policy & procedures
- Compliance for Federal, State & Local laws and regulations; SOX requirements
- Directs tax and wage reporting
- Directs acquisition payroll transition

LISA DUNCAN
Payroll Analyst
Lisa.Duncan@LHCgroup.com
P: 337.706.3585

- Application Software Support for Lawson HR/PR System
- Daily support for Kronos system issues
- System Administration & Testing for Kronos System
- LHC Connect Payroll Training
- Acquisitions
- Incentive Pay Programs
- Compensation reporting

ROBIN DESHOTEL
Payroll Manager
Robin.Deshotel@LHCgroup.com
P: 337.769.0698

- Departmental Training
- Administration and Coordination of all payroll cycles
- System Administration & Testing
- PTO accrual maintenance & reporting
- Employee final pay processing
- iPay-email ask.payroll@lhcgroup.com

PAYROLL DEPARTMENT

CHERI STEVENS
Payroll Tax Coordinator
Cheri.Stevens@LHCgroup.com
P: 337.769.0806

- Payroll & Tax Reporting
- Local Tax & returns
- Requests for duplicate W2s
- iPay–email Ask.Payroll@LHCgroup.com

SHEILA MADRAY
Sr. Payroll Specialist
Sheila.Madray@LHCgroup.com
P: 337.769.0717

- Home Office Payroll
- LTACs, Health Club, GA IPU, Lafayette LA & Washington LA Pharmacy and Clinic, Outpatient Clinic Payroll in Kronos
- Retro Pay Calculations
- iPay–email Ask.Payroll@LHCgroup.com

TIFFANIE HAMPTON
Sr. Payroll Specialist
Tiffanie.Hampton@LHCgroup.com
P: 337.769.0626

- Employee final pay processing
- PASS maintenance
- Payroll salary allocation maintenance
- PTO accrual maintenance & reporting
- iPay–email Ask.Payroll@LHCgroup.com

ANNETTE AUZENNE
Payroll Specialist
Annette.Auzenne@LHCgroup.com
P: 337.769.0733
FL, GA, KY, MO, MS, NC & SC

- HCHB Payroll for all states listed
- ContinuLink for any states listed *PASS for any states listed
- Retro pay calculations
- Employee Tax Form Changes (W4, etc.)
- Direct Deposit Changes for all locations.

JANICE CLEVER
Payroll Specialist
Janice.Clever@LHCgroup.com
P: 337.769.0739
AZ, CA, CO,ID, OR, TN, & WA

- HCHB Payroll for all states listed
- ContinuLink for any states listed
- PASS for any states listed
- Garnishments, Creditor, State Tax Levy, Child Support, Student Loans, and IRS Tax Levy.
- Retro pay calculations

TIFFANY KEAL
Payroll Specialist
Tiffany.Keal@LHCgroup.com
P: 337.706.3540
AL ,IL, LA, MI, OK, TX, & WI

- HCHB Payroll for all states listed
- ContinuLink for any states listed
- PASS for any states listed
- Retro Pay Calculations
- Employee Tax Form Changes (W4, etc.)
- Direct Deposit Changes for all locations.

MICHELLE THOMAS PARKER
Payroll Specialist
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P: 337.210.1414
AR, MD, OH, PA, RI, VA, & WV

- HCHB Payroll for all states listed
- ContinuLink for any states listed
- PASS for any states listed
- Garnishments, Creditor, State Tax Levy, Child Support, Student Loans, and IRS Tax Levy.
- Retro pay calculations

PAYROLL DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact to reset my Ipay password?

A. Email to ask.payroll@LHCgroup.com. An Ipay administrator monitors this box.

Q. Who do I contact for Home Office Payroll, LTAC, Health Club, and Lafayette Pharmacy Payroll, IPU, Outpatient Clinics, Garnishments, Child Support Orders and all wage attachments for Home Office?

A. Contact Sheila Madray.

Q. Who do I contact for help with HCHB Payroll for AR, MD, OH, PA, RI, VA, WV and NP Services for MD and WV?

A. Contact Michelle Thomas-Parker.

Q. Who do I contact for help with HCHB Payroll for FL, GA, KY and ContinueLink payroll for KY, MO, NC, Pass for NP Services KY?

A. Contact Annette Auzenne.

Q. Who do I send payroll tax form changes (W4, etc.) and direct deposit changes to?

A. Send to Sheila Madray or Annette Auzenne.

PAYROLL DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for help with Kronos questions/issues?

A. Contact Lisa Duncan.

Q. Who do I contact for help with HCHB payroll for AZ, CA, CO, ID, OR, TN, WA, ContinuLink payroll for OR, WA and NO Services for TN?

A. Contact Janice Clever.

Q. Who do I contact for help with non-Home Office garnishments, state tax levy, child support withholding, student loan withholdings, and IRS Tax Levy?

A. Contact Janice Clever or Michelle Thomas-Parker.

Q. Who do I contact for help with HCHB payroll for AL, IL, LA, MI, OK, TX, WI and ContinuLink payroll for LA, Pass for NP Services, Physician Services, Therapy Services, for LA?

A. Contact Tiffany Keal.

Q. Who do I contact for help with year end W2s and payroll tax questions?

A. Contact Cheri Stevens.

POINT ON CALL DEPARTMENT

The Point on Call Department operates after hours and on weekends and holidays to process HCHB workflow for a home health or hospice agency's immediate needs. Workflow may include, but is not limited to sending view chart buddy codes to on-call nurses and therapists to view patient records, process scheduling tasks for patients to be seen immediately after hours, processing OASIS or insurance verification tasks so that patients can be seen after an after-hours admission, etc. Point on Call is staffed to service after hours needs only and cannot process workflow or tasks that originate during normal working hours or tasks that can wait until the agency opens for business to process. Point on Call is closed during normal working hours and is not available in the event of power or internet loss at an office. Agencies should follow applicable emergency preparedness plans in the event of connectivity loss. The department home is located in Somerset, KY. Hours of operations are 4:30 p.m. ET to 8 a.m. PT on weekdays and 24 hours on weekends.

1

MARYBETH (MIRIAM) CAMPBELL, RN
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Miriam.Campbell@LHCgroup.com
P: 337.258.3342

2

SEPTEMBER COWLES
POC HCHB Manager
September.Cowles@LHCgroup.com
P: 337.258.4034

3

ZACH INDEST
Vice President of Integration
Zach.Indest@LHCgroup.com
P: 337.962.1410

POINT ON CALL DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. It is Sunday and my office sent a referral for Tuesday to POC. Why was it sent back to me without being entered?

A. POC data entry services are limited to those patients with immediate needs when the information is received after hours and needs to be seen before the office is open.

Q. I asked for a PRN visit. Why am I being asked to write an order?

A. No PRN visits were plotted on the patient's calendar on the 485, all PRN visits have been used, the reason for PRN does not correspond to what is listed on 485.

Q. I asked for a view chart. Why was I told I can't received it?

A. If the SOC is not completed, view charts/adding case managers does not drop the patient information into PointCare.

Q. I need a RN15 (ROC) visit but POC told me I need to complete it on paper. Why?

A. The 485 has not been approved by Team Leader.

Q. I need a 02 (Recert) rescheduled from Saturday to Sunday. Why am I being asked to write a new order? The patient has BCBS insurance.

A. The Medicare Week runs Sunday-Saturday. When a visit needs to take place in a different Medicare week an order must be written to adjust the frequency. This pertains to all patients regardless of payer type.

POINT ON CALL DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. I have a 00 (SOC) Visit that needs to be scheduled into a new Medicare week. Do I need to write an order?

A. An order is not needed unless this is your specific office policy. SOC visits are not bound by the Medicare Week.

Q. I have been on hold to reach POC a few minutes, how long should I hold?

A. Most of the time, POC does not have significant call hold times. During Peak times (Saturday AM), Call wait times do increase. You can request a call back by entering your phone number when prompted or you can email us at Hchbpoccallmailbox@LHCgroup.com.

Q. Can I have my local hospital fax a new patient's paperwork to POC so I don't have to drive to the office to send to POC?

A. No. The POC fax number is for internal LHC agency use only.

Q. Our office scheduler is off today/Our office computers are down. Can POC help us out?

A. POC can schedule those patients that have immediate needs; however, a sister agency will need to be contacted to help with scheduling throughout the day. POC closes at 8 a.m. local time.

Q. My tablet is not working/was stolen/is lost. Can POC help me?

A. Point on Call does not support PointCare/Tablet issues. The helpdesk will need to be called 855.832.6542, option 1.

PROCUREMENT DEPARTMENT

The Procurement Department oversees all aspects of purchasing vendors, credit card processing, credit card reimbursement, and travel arrangements for the company. Purchasing needs are managed by the procurement team, including set up/closure of vendor accounts for acquisitions/moves/closures and purchasing orders through the Infor application. Credit card processing including new credit cards, closed credit cards, and fraudulent credit cards are managed by Procurement using the Bank of America Works application. Credit card expense reporting is also maintained in this department. All travel requests are managed in Procurement using the Egencia Travel Application.

1

DIXIE DOUCET
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2

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3

SHARON BREAUX
Procurement Specialist
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4

CARLA MARKS
Procurement Specialist
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5

LESSLEY FONTENOT
Director of Procurement
Lessley.Fontenot@LHCgroup.com
P: 337.706.3512

PROCUREMENT DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. What is the process to get a credit card for a new employee?

A. A Corporate Credit Card Request form, signed Individual Liability Corporate Cardholder Agreement, and Direct Deposit form would need to be submitted to the procurement department specialist. The card will not be ordered until all forms are received. The credit card will be mailed to the employee's home address.

Q. What is the best way to pay my Bank of America bill?

A. Bank of America accepts payment by phone, online payments, and checks. Please do not forward your LHC Group reimbursement checks to Bank of America as a form of payment.

Q. What should I do if my address changes?

A. Please contact your procurement specialists as they will need to make modifications within the Bank of America Works application. This will ensure that you continue to receive your statements timely and not incur late fees. A PAF will also need to be submitted. All reimbursement checks are mailed to the address on file with HR.

PROJECT MANAGEMENT DEPARTMENT

The Project Management department is responsible for bringing pertinent company initiatives to fruition while ensuring each initiative meets deadlines, effectively utilizes resources, meets predetermined expectations and is developed within an acceptable budget.

1

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2

TAYLOR STANFORD
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3

JILL HEBERT, PMP
Project Manager
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P: 337.769.0751

QUALITY DEPARTMENT

The Quality Department is responsible for overall direction and oversight of company quality and performance improvement initiatives, objectives and goals. It maintains oversight of the QAPI Program including Joint Commission surveys and activities, continuous survey readiness, education and accreditation activities. It also serves as a resource for state and federal regulations to ensure continuous survey readiness and compliance. Additionally, the Quality Department maintains Policies and Procedures and ensures compliance with State, Federal, and JointCommission regulations and are reflective of actual practice and LHC Group procedures. The Quality Department coordinates internal and external quality data aggregation, including patient outcomes/process measures and patient and family satisfaction surveys.

1

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2

WENDY DAIGLE, RN
Quality Manager
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3

NICOLE QUEBEDEAUX
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Director of Quality
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QUALITY DEPARTMENT

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5
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6
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7
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11
HEATHER THOMPSON, LMSW, CPHQ
Hospice and CBS Quality Manager
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12
TROY FELIX MSNA, BSRN, RRT, WCC
Regional Quality Manager
Facility Based Division
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P: 409.659.1067

FREQUENTLY ASKED QUESTIONS

Q. Who should I notify when state arrives in my agency?

A. Notify your Disvision President, Area / Regional Vice President, PI Coordinator, PI Manager, Andrea Vidrine, Wendy Daigle, and the Licensure Department. Refer to the Survey Communication flow chart in the Administrative Forms and Documents folder of the Home Health Policy and Procedure manual.

Q. Who do I contact when I have a regulatory question related to my specific state, state practice boards or the Conditions of Participation?

A. Contact Wendy Daigle.

Q. Where can I locate my state's home health regulations?

A. iTrain>Catalog>Oasis/Regulatory>Home Health State Regulations or utilize search function

Q. Where can I locate Home Health Policies?

A. LHC Home Page>Policies and Procedures>Home Health, or iTrain>External Sites>Policies and Procedures>Home Health, or contact Wendy Daigle or Lisa Duhon.

Q. Who do I contact for questions regarding Homecare Homebase Clinical processes?

A. Contact Lisa Duhon.

Q. Who do I contact with questions regarding the Face to Face regulation and requirements?

A. Email F2F@LHCgroup.com.

QUALITY DEPARTMENT

i. Home Health Division

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact with End of Episode audit questions/issues?
A. Email EOE@LHCgroup.com.

Q. Who do I contact for assistance with Homecare Homebase clinical reports and pathways or problem statements?
A. Contact Lisa Duhon.

Q. How do I gain access to SHP?
A. By role, you will be granted access with PAF submission. Contact SHP@lhcgroup.com if you need additional access or with access issues. A help desk ticket may also be submitted.

Q. Who do I contact for assistance with SHP alerts or reports?
A. Email SHP@lhcgroup.com.

Q. Who do I contact if I am having issues with logging in to my SHP account?
A. Email SHP@lhcgroup.com.

Q. How do I gain access to the Quality Chart Review competency course?
A. You will register for the Home Health Quality Chart Review (Home Health) course in iTrain. There are three trials available. You must pass one of these with 80 percent or above and email Candace Stelly upon completion for access.

FREQUENTLY ASKED QUESTIONS

Q. Is there a Quality Chart Review tip sheet available?

A. Yes. iTrain>Operations>Resources>Operations>Home Health Quality Chart Review Indicator Tip Sheet

Q. How are the charts selected for the quality chart reviews?

A. Charts are selected at random by the following criteria:

- Number of charts selected for review is based on census.
- All discharge and ended episodes in the prior month. (All branches associated with the provider are combined.)
  1. 50% priority to High Risk Care Types within episodes.
  2. Remaining 50% to Non High Risk Care Types within episodes.

Q. How do I gain access to The Joint Commission site?

A. Contact Theresa Freeyou.

Q. How do I access The Joint Commission standards?

A. The Joint Commission extranet site under Resources and Tools>E-dition.

FREQUENTLY ASKED QUESTIONS

Q. Who should I notify when state arrives in my agency?

A. Notify via email "Hospice Survey Notification" and "Licensure and Regulatory Affairs" email groups AND your Hospice Area / Regional Vice President, and Division President of Hospice Services. Refer to the Survey Communication flow chart in the Administrative Forms and Documents folder of the Hospice Policy and Procedure manual.

Q. Who do I contact when I have a regulatory question related to my specific state, state practice boards or the Conditions of Participation?

A. Contact Heather Thompson.

Q. Where can I locate my state's hospice regulations?

A. iTrain>Catalog>Oasis/Regulatory>Hospice State Regulations or utilize search function

Q. Where can I locate Hospice Policies?

A. LHC Home Page>Policies and Procedures>Hospice or iTrain>External Sites>Policies and Procedures>Hospice

Q. Who do I contact for questions regarding Homecare Homebase Clinical processes?

A. Contact Lisa Duhon.

QUALITY DEPARTMENT

ii. Hospice Division

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for assistance with Homecare Homebase clinical reports and pathways or problem statements?

A. Contact Lisa Duhon.

Q. How do I gain access to SHP?

A. By role, you will be granted access with PAF submission. Contact SHP@lhcgroup.com if you need additional access or with access issues. A help desk ticket may also be submitted.

Q. Who do I contact for assistance with SHP alerts or reports?

A. Contact Heather Thompson.

Q. Who do I contact if I am having issues with logging in to my SHP account?

A. Email SHP@lhcgroup.com

Q. How do I gain access to the Quality Chart Review competency course?

A. You will register for the Hospice Quality Chart Review course in iTrain. There are three trials available. You must pass one of these with 80 percent or above and email Candace Stelly upon completion for access. You will receive training on the Quality Chart Review audit from your Regional QAPI Coordinator.

FREQUENTLY ASKED QUESTIONS

Q. Is there a Quality Chart Review tip sheet available?

A. Yes. LHC Home Page>Policies and Procedures>Hospice>Forms>Administrative or iTrain>External Sites>Policies and Procedures>Hospice>Forms>Administrative Hospice QCR Tip Sheet

Q. How are the charts selected for the quality chart reviews?

A. Charts are selected at random by the following criteria:

- Patients who were discharged from services from the month before including patients discharged due to death and patients discharged alive.

Q. How do I gain access to The Joint Commission site?

A. Contact Theresa Freyou.

Q. How do I access The Joint Commission standards?

A. The Joint Commission extranet site under Resources and Tools>E-dition.

FREQUENTLY ASKED QUESTIONS

Q. Who should I notify when state arrives in my agency?

A. Email CBS Division President, Area Vice President, Licensure and Regulatory Affairs, Heather Thompson, and CBS QAPI Coordinator. Refer to the Survey Communication flow chart in the Administrative Forms and Documents folder of the CBS Policy and Procedure manual.

Q. Who do I contact when I have a regulatory question related to my specific state, state practice boards or the Conditions of Participation?

A. Contact Janet Hansford or Heather Thompson.

Q Where can I locate Community Based Services Policies?

A. LHC Home Page>Policies and Procedures>Community Based Services or iTrain>External Sites>Policies and Procedures>Community Based Services

Q How do I gain access to the Quality Chart Review?

A. CBS Quality Chart Review audited is accessed by Branch Summary and based upon your PAF.

Q. Is there a Quality Chart Review tip sheet available?

A. Yes. There is a Quality Chart Review Tip Sheet and a CBS Quality Chart Review Process Job Aide. Both are located in iTrain.

Q Who do I contact for questions regarding Continulink processes?

A. Contact Larry Dorman.

QUALITY DEPARTMENT

iv. Facility-Based Division

FREQUENTLY ASKED QUESTIONS

Q. Who should I notify when state arrives in my agency?

A. Email the LTAC Survey Notification distribution groups

Q Who do I contact when I have a regulatory question related to my specific state, state practice boards or the Conditions of Participation?

A. Contact Nicole Quebedeaux

Q Where can I locate Facility Based Policies?

A. LHC Home Page>Policies and Procedures>Facility Based or iTrain>External Sites>Policies and Procedures>Facility Based

Q. Where can I locate the LTACH Conditions of Participation?

A. LHC Home Page>Policies and Procedures>Facility Based>Facility Based Resources & Links>Conditions of Participation- Federal Guidelines

Q How can I gain access to HCS LTACH Continuity Assessment Record and Evaluation (CARE) Data Set Measures?

A. Submit a Helpdesk Ticket

Q How can I gain access LTACH Quality Site?

A. Contact Nicole Quebedeaux

QUALITY DEPARTMENT

iii. Facility-Based Division

FREQUENTLY ASKED QUESTIONS

Q. How can I gain access to Press Ganey?

A. Contact Candace Stelly

Q. Who do I contact for assistance with Press Ganey Reports?

A. Contact Nicole Quebedeaux

Q. How do I gain access to The Joint Commission site?

A. Contact Troy Felix

REVENUE CYCLE DEPARTMENT

Revenue Cycle handles patient insurance verification, authorization, billing, collections, and cash posting for LHC Group. They also handle patient financial responsibility notifications, due to/from accounts receivables for acquisitions and management of acquired AR from acquisitions. For home health and hospice service lines, we use Homecare Homebase as our system. For our CBS service line we utilize ContinuLink as our system. For LTACHs we are currently using HCS. In addition to the revenue systems, we use Zirmed as our claims scrubber for all payors. Any revenue cycle related inquiries may be directed to our dedicated phone line 866.912.5774.

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REVENUE CYCLE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. How do I escalate an urgent need for a HCHB patient that needs to be scheduled ASAP?

A. Submit an email to Revenue.Cycle@LHCgroup.com and include the pod number, branch ID, patient full name in the subject line.

Q. What do I do if I am having an issue with HCHB?

A. You may either submit a help desk ticket or call the help desk directly at 855.TEAM.LHC.

Q. Who do I contact to ask a question about insurance contracts for my branch?

A. Managed Care team at managedcare@LHCgroup.com.

Q. What are Revenue Cycle's hours of operation?

A. We are open 8 a.m. to 4:30 p.m. CST. We do, however, have authorization and eligibility personnel working in the evening up to 7 p.m. CST to ensure we support our west coast branches until close of business.

Q. What if I need help with something after hours?

A. Please call Point on Call at 800.888.9563.

REVENUE CYCLE DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Why are some authorizations done immediately and other take a few hours? This affects how quickly I can schedule visits and get to the patient.

A. The time it takes largely depends on the payor. Some grant authorization automatically if the patient is verified, others you have to manually call, wait on hold for an specialist, and receive after a conversation.

Q. What is a payer pod??

A. A payor pod is a team of revenue cycle employees that includes eligibility, authorizations, billing and collections specialists who all sit together and collectively manage one or a few similar payors.

Q. How do I contact Revenue Cycle if I need information on a patient or their insurance?

A. You can call our dedicated revenue cycle line at 866.912.5774.

RISK OPERATIONS DEPARTMENT

The Risk Operations Department oversees all aspects of operational and clinical risk management functions for the company. Online risk incident reporting is managed by Risk Operations through RL Solutions software and includes oversight of user configurations, monthly management reports and user privileges. The department handles coordination and follow-up of worker's comp claims, infection control exposure / surveillance issues, OSHA/hazardous communication issues, emergency preparedness / business continuity, VOLO emergency communication system and securing of all insurance lines for the company.

Risk Operations is the primary contact for certificates of insurance, additional insured assignments and contract questions concerning insurance provisions and requirements. Issues regarding investigation and required licensure board reporting of clinicians are also routed through this department. The Risk Operations Department manages and has oversight over the drug screening process in coordination with the designated vendor/reference lab to include portal access and tracking / reporting of results.

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RISK OPERATIONS DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for issues involving online incident reporting access or problems?

A. Contact Glenn LeBlanc, Denise Wyble or Brittany Comeaux.

Q. What do I do if a surveyor is requesting incident reports?

A. Contact Glenn LeBlanc, Denise Wyble, or Brittany Comeaux and they can generate the reports.

Q. Where do I obtain certificates of insurance needed by my facility?

A. Contact Glenn LeBlanc or Denise Wyble.

Q. Who do I contact for issues involving the VOLO communication / response system?

A. Email VOLO@LHCgroup.com with your specific request.

Q. Who do I contact for help with risk management statistical reports?

A. Contact Glenn LeBlanc or Denise Wyble with a description of what is needed.

RISK OPERATIONS DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for requests or subpoenas from a licensure board regarding a current or former employee?

A. Contact Glenn LeBlanc.

Q. Who can assist with questions regarding sentinel events and RCAs?

A. Contact Glenn LeBlanc, Denise Wyble or Brittany Comeaux.

Q. Who do I call for questions about emergency / disaster policies?

A. Contact Glenn LeBlanc or Denise Wyble.

Q. Who do I call for questions regarding insurance and medical director contracts?

A. Contact Glenn LeBlanc, Joni Cormier, Adoria Hankton, or Traci Hebert.

RISK OPERATIONS DEPARTMENT

i. Employee Injuries

Employee injuries and exposures are to be reported to the Risk Operations Department through the RL Solutions online incident reporting system. Worker's comp claims reporting and the coordination of claims activity is handled by the risk management specialists in collaboration with the selected insurance carriers and third-party administrators (TPA).

Auto accidents and claims filing/coordination involving LHC Group fleet vehicles are also the responsibility of the risk management specialists. The compilation of the OSHA 300 and 300A forms are handled by this department and distributed to all facilities for the mandatory reporting periods each year.

Drug screening processes including user access, results tracking, and consultation are included in the functions of the department.

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RISK OPERATIONS DEPARTMENT

i. Employee Injuries

FREQUENTLY ASKED QUESTIONS

Q. Who do I call for help regarding an employee injury and reporting?

A. Contact Francine Mitchell or Michael Miniex.

Q. Where do I report employee injuries/exposures?

A. Enter as an EMPLOYEE INCIDENT in the online incident reporting system.

Q. Where do I send employees for evaluation / treatment after an injury?

A. Contact Francine Mitchell or Michael Miniex for assistance with providers.

Q. Where can I get copies of my OSHA logs?

A. Contact Francine Mitchell or Glenn LeBlanc.

Q. When to OSHA logs have to be posted?

A. From February 1 to April 30 of each year and then kept on file.

RISK OPERATIONS DEPARTMENT

i. Employee Injuries

FREQUENTLY ASKED QUESTIONS

Q. Who can set me up to view drug screen results for my facility?

A. Contact Francine Mitchell.

Q. How do I report an employee accident in an LHC Group fleet vehicle?

A. Enter as an EMPLOYEE INCIDENT in the online incident reporting system.

Q. Who files claim reports on LHC Group fleet vehicles?

A. Contact Michael Miniex or Francine Mitchell.

Q. What is the timeframe to report an employee injury/exposure?

A. The injury / exposure should be reported to the facility manager and to the risk management department (via the online incident reporting system) as soon as possible so the proper assistance and guidance can be given to the employee.

Q. Who do I contact to find out if a drug screen must be performed following an employee incident?

A. Contact Glenn LeBlanc, Francine Mitchell, Michael Miniex, or Denise Wyble.

RISK OPERATIONS DEPARTMENT

ii. Infection Control

Infection Control is one of the functions handled through the Risk Operations Department. The reporting of employee and patient infections is managed through the RL Solutions online incident reporting system. Issues concerning surveillance, mandatory reporting, infection control precautions, clinical guidelines are managed by Risk Operations and in collaboration with the Quality Department. Questions and issues regarding TB skin testing protocols and alternative options are also routed through Risk Operations.

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RISK OPERATIONS DEPARTMENT

ii. Infection Control

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact for an employee exposure to TB or other disease?

A. Contact Glenn LeBlanc, Denise Wyble or Brittany Comeaux.

Q. What do I do if I receive information that a patient has a communicable disease?

A. Contact Glenn LeBlanc, Denise Wyble, or Brittany Comeaux for clinical consultation.

Q. Who can assist me with questions regarding TB skin testing?

A. Contact Glenn LeBlanc or Denise Wyble.

Q. Where can I get infection control reports or stats for my facility?

A. Contact Glenn LeBlanc or Denise Wyble.

Q. How do I find out what has to be reported regarding infection control issues?

A. Contact Glenn LeBlanc or Denise Wyble.

SALES SUPPORT TEAM

The LHC Group Sales Support Team assists with all company initiatives and strategies under the Growth Pillar. The Sales Analysts are committed to providing exemplary customer service not only to our Sales leaders but also to our team members in the field. Our team is responsible for identifying trends, opportunities and recommending strategies for increasing market share and organic growth.

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FREQUENTLY ASKED QUESTIONS

Q. How do I track my admissions, growth and performance to budget?
A. Refer to the Daily Admit File sent daily via email.

Q. How do I track my PCR's performance?
A. Refer to the Daily Admit File sent daily via email.

Q. How do I develop strategic route plans to grow my market share?
A. By accessing viaDirect data or contact your Sales Analyst

Q. How do I find who the leading competitors are in an area?
A. By accessing viaDirect data

Q. How do I get access to viaDirect Data?
A. Contact Raj Shetye or LHC Group Service Desk

Q. How do I monitor referral patterns from my top tier referral sources?
A. Refer to the Pivot Table Data sent monthly or contact your Sales Analyst.

Q. What is a PPG and how are they determined?
A. Personal Production Goals are determined in collaboration with the analyst and hiring manager. The analyst uses market share data, historical run rates and agency budgets to formulate the suggested PPG.

Q. Where can I find a list of incentive plans for new hires?
A. Human Resource Onboarding Specialist

Q. How do I get access to PlayMaker?
A. This is a helpdesk function and access can be granted by putting in a helpdesk ticket with LHC Group Service Desk.

Q. How do I get training for PlayMaker?
A. All new hire training is done on iTrain.

STRATEGIC PARTNERSHIPS AND CARE TRANSITION COORDINATION

Strategic Partnerships and Care Transition Coordinations Department's purpose is to maintain relationships with all of LHC Group's hospital and independent partners. In addition to quarterly meetings to review the partnerships performance, members of the team work with partners to develop strategic alignment in goals, focused on betterment of the partnership. The department also manages all LHC Group Clinical Transition Coordinators (CTCs). CTCs are an integrated part of most of LHC Group's hospital partner's systems, whose primary goal is to build better patient experiences, reduce rehospitalizations and perform seamless transitions to post acute care.

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TALENT ACQUISITION DEPARTMENT

Talent Acquisition is responsible for identifying and securing talent for all of LHC Group. Our team will work with branch locations to post positions, screen applicants, setup interviews, conduct background checks, ensure candidates meet company standards and prepare all new hires for their first day of employment. Talent Acquisition will assist in proactively building a talent pipeline for all locations for LHC Group. Sourcing activities will include but not limited to: social media, job fairs, resume mining, cold calling, direct mail, dine and discover events, and other sourcing related activities.

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TALENT ACQUISITIONS DEPARTMENT

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FREQUENTLY ASKED QUESTIONS

Q. Where do I go to login to access Open Hire/SilkRoad Recruiting?

A. You will go to home.lhcgroup.com and click on HR Applicant Tracking System.

Q. Will I see all candidates that apply to my position?

A. No, your assigned recruiter will screen candidates on your behalf and send to you the most qualified candidates.

Q. Should I post my position on a large job board?

A. The highest performing source for candidates is Indeed.com followed by company website. Large job boards receive far less traffic than Indeed.com.

Q. Do you interview candidates prior to sending them to the manager?

A. Not all candidates will be interviewed prior to sending their resumes to the manager. If you would like your candidates to be interviewed, you can discuss with your recruiter.

Q. How do you source for my position?

A. While every position is unique, we do post positions on Indeed.com, Monster, Careerbuilder, Beyond, JuJu, Craigslist, PT Jobs, OT Jobs to name a few. We source resume databases, cold call, send direct mail based on licensure lists. Each recruiter will tailor a sourcing strategy to each position.

FREQUENTLY ASKED QUESTIONS

Q. I want to offer a candidate a position what should I do?

A. Connect with your recruiter prior to extending an offer. The manager extends the offer but the recruiter will want to prep you before contacting the candidate.

Q. What questions should I avoid during an interview?

A. Stay away from questions that are personal in nature. Such as do you own a car, are you married, what church do you go to, I voted for Mayor Smith did you, how many kids do you have. Make sure questions are job relevant.

Q. Where should I tell someone to go to view jobs online?

A. jobs.LHCgroup.com

Q. Do we offer a company wide employee referral program?

A. Employee Referrals are provided at the branch level. Your recruiter can work with you directly to market a campaign. We must have evidence of a campaign to pay an employee for a referral.

TRAINING and DEVELOPMENT DEPARTMENT

The Training & Development team is LHC Group's vehicle for employee learning and growth. Our team, in partnership with departmental and local leadership, oversee the development and facilitation of new hire orientation, on–the-job training, continuing education, personal development solutions, and organizational wide-change initiatives to support improved effectiveness of people and company performances.

Services provided include:

Clinical continuing education
Acquisition Training Support
Training (and/or curriculum) plan development
Professional development plans
Content delivery and development
Training needs analysis

Sites and events we support include:

Excellence by Design Workshop
LHC Direct Live Webinar Training
New Hire Orientation
Krames On-demand (Patient Education Materials)
Mosby's Skills
iTrain
HCHB
Learning Hub
Sales Training

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FREQUENTLY ASKED QUESTIONS

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A. Contact Camella Mouton, Virtual Learning Coordinator
Training&Development@LHCgroup.com, 337.769.0689

Q. Who do I contact with questions on any clinical education (CE) questions?

A. Contact Lisa Langley, Continuing Education Nurse Planner
Training&Development@LHCgroup.com, 337.469.2233

Q. Who do I contact with questions regarding continuing education in iTrain (Achieving credits, printing certificates, etc.)?

A. Contact Camella Mouton, Virtual learning Coordinator
Training&Development@LHCgroup.com, 337.769.0689

Q. Who do I contact with questions regarding Excellence by Design schedules and registration.

A. Contact Training&Development@LHCgroup.com

Q. Who do I contact with questions regarding New Hire Orientation schedules and registration?

A. Contact Training&Development@LHCgroup.com

TRAINING and DEVELOPMENT DEPARTMENT

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact with questions regarding Policies, Forms and Resource Documents?

A. Contact Candace Stelly, Quality Assistant

Candace.Stelly@LHCgroup.com, 337.262.9259

Q. Who do I contact with questions regarding posting non-course materials in iTrain (Job aids, fact sheets, resource materials)?

A. Contact Regina Owens, Manager of Instructional Design and Technology

Regina.Owens@LHCgroup.com, 770.635.7321

Q. Who do I contact for questions regarding skill gap or a need for training identified?

A. Contact Training and Development prior to content development Regina Owens, Manager of Instructional Design and Technology

Regina.Owens@LHCgroup.com, 770.635.7321