

[View this email in your browser](#)



## Provider eNews

A SummaCare Publication For Our Providers.

Dear Provider,

In December 2024, SummaCare announced the implementation of a Transition of Care (TOC) pilot program for our fully insured Commercial and Marketplace plans for the 2025 calendar year. During the initial pilot, it was identified that certain program requirements inadvertently affected the processing of some claims.

Accordingly, we will honor payment for eligible Transition of Care services rendered in 2025, provided the services were billed appropriately. In addition, we are reviewing any claims that may have been retracted in error.

The TOC pilot program will continue through the 2026 calendar year, with updates to the categories of claims eligible for review and coverage for eligible services applied retroactively for dates of service beginning January 1, 2026.

For reference, the pilot includes the following requirements:

Transitional care services may be covered during the **30-day period** that begins when a physician discharges a patient from an inpatient stay and continues for the next 29 days. These services help eligible patients transition back to a community setting after a stay at certain facility types. These visits must be completed face-to-face, or through a telehealth visit.

The following should be included but limited to these visits:

- Provide moderate to high medical decision-making to members
- Medication Reconciliation and management

diagnostic tests/treatments.

- Provide education to the member, family member, caregiver and/or guardian.
- If appropriate, establish or re-establish referrals for other network providers and services including necessary community resources.
- When necessary, assist in scheduling follow-up visits with providers and services.

The following discharge facilities are applicable:

- Inpatient Acute Care Hospital (inpatient or observation)
- Inpatient Psychiatric Hospital (inpatient or observation)
- Inpatient rehabilitation facility
- Long-term acute care hospital (LTAC)
- Skilled nursing facility (SNF)
- Hospital outpatient observation or partial hospitalization
- Partial hospitalization at a community mental health center

Members must be discharged to a home, group home, long-term care facility or to an assisted living facility.

After the pilot concludes and claims have been analyzed, a decision will be made as to whether these services will be eligible for payment in the future.

If you have any questions, please contact Provider Support Services via email at [contactproviderservices@summacare.com](mailto:contactproviderservices@summacare.com).



*Confidentiality Notice: This communication and any attachments may contain confidential and privileged information for the use of the designated recipients. If you are not the intended recipient, you are hereby notified that you have received this communication in error and that any review, disclosure, distribution or copying of it or its contents is prohibited. If you have received this communication in error, please notify the sender and delete it.*

**Subscribe**

**Past Issues**

**Translate ▼**

---

1200 E. Market Street, Suite 400, Akron, Ohio 44305

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe](#).