



Talking Points for Case Managers

Discussing BIDMC Preferred Skilled Nursing Facilities with Patients and Families

Here is some information to aid your discussion with patients and families about utilizing a BIDMC preferred SNF:

1. BIDMC can monitor a patient's quality of care while at a BIDMC preferred SNF through continual tracking and communication.
2. At BIDMC's preferred SNFs, the providers (MDs/NPs) are part of the BIDMC network, which is a single healthcare system. This improves communication and ensures better continuity of care when transitioning from hospital to SNF.
3. BIDMC's preferred facilities will coordinate your discharge planning when you need outpatient services such as physical therapy, occupational therapy or visiting nurse. This helps to ensure a seamless transition from SNF to home.
4. If the patient or family has any concerns about one of our preferred SNF's, we are in a stronger position to intervene because of the leadership of the BIDMC-affiliated Medical Director at the facility as well as our ongoing relationship with the facility we are recommending
5. BIDMC has built strong relationships with the preferred facilities and the preferred SNFs meet BIDMC's clinical and service criteria. By partnering together, BIDMC and the SNFs are able to work together to ensure a high level of care and strong communications.
6. BIDMC knows the capabilities of the preferred SNFs and can therefore help to choose a place that will be able to effectively manage a patient's specific clinical needs.

Addressing Patient and Family Objections to Utilizing a BIDMC Preferred SNF

Question: Am I able to choose the facility I go to/my family member goes to?

Answer: Patients certainly have a choice of which facility to go to but we believe patients will be pleased with any one of our recommended preferred facilities. These facilities offer high quality care, are committed to patient satisfaction and will ensure you get home as soon as possible.

Question: I've been to a skilled nursing facility in the past and I want to go to the same one.

Answer: There are many SNFs to choose from. However, communication between BIDMC, the SNF and your PCP about your health status and any medications you are prescribed is streamlined when all parties are part of a single system.

Question: Why does BIDMC want me to go to a facility in its network?

Answer: The benefit of choosing a BIDMC preferred SNF is that our preferred facilities have to meet our expectations and standards of care to ensure they remain a "preferred" BID facility

Medicare 3-day SNF Waiver Information

The three-day hospital inpatient stay that Medicare requires of patients does not apply to all Medicare beneficiaries or all insurance products. Some beneficiaries may have insurance coverage that allows a waiver of the three-day hospital stay and allows potential direct admission to a skilled nursing facility (SNF). All beneficiaries who are being waived to a SNF must meet the following criteria:

- The beneficiary must be actively enrolled in the insurance coverage program at the time of referral
- The beneficiary must have an identified condition that qualified for the direct admission to the SNF
- The referral must go through the appropriate referral process
- The beneficiary must go to a facility approved by his/her insurance product