



Provider Notice

Thank you for being part of the Senior Whole Health provider network and helping our members live healthier lives. Effective March 12, 2021, we will use the revised sepsis guidelines issued by the Third International Consensus Definitions for Sepsis and Septic Shock (Sepsis-3).

The Sepsis-3 guidelines have consolidated three sepsis categories into two categories:

1. Sepsis and severe sepsis have been merged into one category, now called sepsis
2. Septic shock (or Sepsis-3) has not changed significantly

Providers should note that patients who previously met the definition of sepsis may be excluded from the merged sepsis category.

We will use the Sepsis-3 definition in clinical claim reviews to validate that sepsis was present and that related services were appropriately submitted as part of the member's claim. If clinical documentation provided to and reviewed by Senior Whole Health does not support Sepsis-3 definitions and associated services, hospital payments will be adjusted appropriately.

Senior Whole Health will review a claim at the time of receipt to determine if any diagnosis (primary or secondary) of sepsis or septic shock meets the Sepsis-3 guideline:

- If a claim meets Sepsis-3 guidance, the claim will be processed based on medical necessity and standard payment guidelines
- We may review other clinical information provided to help determine the acuity of the member which may include the level of care (i.e., ICU)

Applicable ICD-10 diagnosis code ranges will be subject to review.

If a sepsis or septic shock diagnosis is determined to be inappropriate, providers will have standard reconsideration timelines via the Claims Reconsideration Process for Senior Whole Health to perform review of the additional documentation from providers.

If you have any questions, call Provider Relations at 1-855-838-7999 or e-mail providerrelations@seniorwholehealth.com