



August 24, 2011

To: All Metro Care Independent Contractors/Providers
From: Metro Care Management
Re: Respite Hourly vs. Respite Daily

There are two (2) types of Respite authorizations, *Hourly* Respite and *Daily* Respite.

- Hourly Respite is for services provided **up to 13 hours per day.**
- Daily Respite is for services provided **at 13 hours or more in one calendar day.** A calendar day is a 24-hour stretch of time that begins at midnight and ends at 11:59 p.m. of the same day.
- Daily Respite services take place on an as needed basis. Provider may provide Daily Respite **only** if clearance has been received by a Metro Care Coordinator.
- Provider is required to seek clearance **each time** respite services **at 13 hours or more in one calendar day** is requested by the consumer/family.
- Provider **may not** receive payment in a timely manner if Daily Respite services are provided without clearance from a Metro Care Coordinator.
- It is important to know that DDD rounds up to the quarter of an hour. For example, if you bill 12 hours and 53 minutes, then it will be rounded to 13 hours therefore a *Daily* Respite authorization will be needed in order to process the claim. If consumer/family wishes to use only *Hourly* Respite then you need to schedule no more than 12 hours and 52 minutes of service in one calendar day.
- Please keep in mind that in order to process claims in a timely manner you will need to contact your Metro Care Coordinator ahead of time to inform of a Daily Respite need, this way the authorization is available when Metro Care Services enters your claims.