



## Moving to the Next Level of Care: Planning from the Day of Admission

Deciding if you or your loved one **needs more rehabilitation or a transition to another level of care** and **what type of care is needed** depends on:

1. **Medical condition:** Your healthcare team will recommend if you or your loved one needs more care and/ or rehabilitation.
2. **Functional ability:** This is how well you or your loved one can “function,” or move around and participate in the activities for rehabilitation.
3. **Insurance coverage:** Different insurance policies will pay for different types of rehabilitation programs and for different lengths of time.
4. **Family support and ability to help:** Choices can depend on the time, physical ability, and money available to help when you or your loved one gets out of any medical setting.

The **different settings** where you or your loved one may go for care after leaving the hospital are:

1. **Home Care:** a therapist or therapists come to your home.
2. **Outpatient Rehabilitation:** you or your loved one sleeps at home but goes to a rehabilitation center for therapy.
3. **Inpatient Acute Rehabilitation:** you or your loved one stays at the rehabilitation center and has 3 hours or more of therapy every day.
4. **Inpatient Subacute Rehabilitation:** you or your loved one stays at the rehabilitation center and has between 1 and 3 hours of therapy every day.
5. **Long Term Acute Care Hospital or LTACH:** you or your loved one stays at the hospital where they care for serious and/or multiple medical problems for up to 25 days.
6. **Long Term Care:** you or your loved one stays in a skilled nursing facility and receives medical and non-medical care.

Before you or your loved one leaves the hospital, you should find out information about **what care your insurance policy will pay for after the hospital, and what you may have to do to make sure the insurance will pay:**

1. Will the insurance pay for home care, outpatient, inpatient acute, inpatient subacute, LTACH, or long term care services?
2. Do these services need “pre-authorization”? This means, do they need to be approved by the insurance company BEFORE going to the facility?
3. Do I need a referral from the doctor for outpatient or home care services?
4. Does my insurance pay the entire bill or am I responsible for paying any part of it?
5. How many days does my insurance fully cover in each setting (without my having to pay anything)?
6. Does my insurance pay for transportation from one medical setting to another? (For example, will they pay for me to go from the hospital to a subacute rehabilitation setting?)

**For more information, speak with your Social Worker or Care Manager.**



**Important NYU Langone Medical Center Contacts**

Social Work Department: 212-263-5018  
Care Management Department: 212-263-6601  
Office of Continuing Care: 212-404-4108  
Patient Advocates: 212-263-6906  
Patient & Family Resource Center: 212-263-7438  
Financial Counseling: 212-263-2395 or 1-866-486-0847  
Discharge Planning Unit (for questions about equipment for home use):  
Last Names A-L: call 212-263-8256  
Last Names M-Z: call 212-263-8249

Transportation (when leaving hospital or to outpatient treatment): speak to your social worker

We know this is a very stressful time for you. You are trying to make sure that you or your loved one is getting the care they need while they are in the hospital. Now we are asking you to think about where you or your loved one will go and what care will be needed after the hospital. We know that this may be scary and overwhelming. We know that there is a lot of information here and you may have some questions. We want to help.

To help you to figure out "what comes next" after your loved one leaves NYULMC please come to our **Family Education Class: "Transition to the Next Level of Care"**. If you or your loved one is an inpatient in Rusk or Tisch, join us to learn more about rehab, nursing, and medical care options as well as basic insurance information. Please come as early in the hospital stay as possible and come as many times as you would like.

The class meets:

- every Wednesday at 2:00 pm in the 17th Floor Tisch Solarium Conference Room, across from the elevators
- the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of every month at 5:00 pm in the Patient and Family Resource Center, which is located in room 103 on the first floor of the Schwartz Building

You do not have to sign up in advance. Please just come join us!! If you would like more information or have any questions about the class, please call the Office of Continuing Care at (212) 404-4108.