



# North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273  
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

North Sound BHO Contract Memorandum 2017-018

Date: October 18, 2017

To: Al Jordan, Skagit Valley Hospital  
Ann Moore, Seattle Children's Hospital  
Bill Sinclair, Swedish Hospital  
Christine Costello, Smokey Point Behavioral Hospital  
Danielle Kiser, Peace Health Hospital  
Holly Nielsen, Skagit Valley Hospital  
Jamie Roberson, Smokey Point Behavioral Hospital  
John Beall, Smokey Point Behavioral Hospital  
Kathy Brewer, Seattle Children's Hospital  
Khalid Ahmed, Fairfax Hospital  
Kimberly Hale, Peace Health Hospital  
Lejla Marusic, Seattle Children's Hospital  
Lori Lubbers, Skagit Valley Hospital  
Marci Bloomquist, Volunteers of America  
Levi Van Dyke, Volunteers of America  
Mattias Houck, Swedish Hospital  
Pat Morris, Volunteers of America  
Paula Hornberger, Fairfax Hospital  
Richard R. Geiger, Fairfax Hospital  
Ruth Lopez-Fuentes, Multicare  
Theresa Schlauch, Skagit Valley Hospital

From: Joe Valentine, Betsy Kruse, Dr. Keith Brown, Sandy Whitcutt and Michael McAuley

Subject: Authorization for Payment for Psychiatric Inpatient Services

Greetings Regional Inpatient Psychiatric Utilization Management Stakeholders:

Please find attached the memorandum describing the requirements regarding "authorization for payment for psychiatric inpatient services".

This information is a result of a Medicaid contract Amendment from Department of Behavioral Health and Recovery.

The attachments will be implemented December 1, 2017.

The NM has memorandum attachment included below for your convenience.

Please ensure all appropriate staff is notified of these changes.

Contract File



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## INTEROFFICE MEMORANDUM

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**TO:** REGIONAL INPATIENT STAKEHOLDERS  
**FROM:** JOE VALENTINE, BETSY KRUSE, DR. KEITH BROWN, SANDY WHITCUTT AND MICHAEL MCAULEY  
**SUBJECT:** AUTHORIZATION FOR PAYMENT FOR PSYCHIATRIC INPATIENT SERVICES  
**DATE:** OCTOBER 18, 2017

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Greetings:

The North Sound Behavioral Health Organization (North Sound BHO) entered into a Prepaid Inpatient Health Plan (PIHP) contract amendment that changes our Utilization Management (UM) responsibilities for psychiatric inpatient services for individuals who are Medicaid eligible and eligible for publicly funded inpatient mental health who reside within the North Sound BHO region.

Authorization for payment for psychiatric inpatient services include, but is not limited to, the following:

- Hospital providers must request prior authorization (PA) before admission for all inpatient psychiatric care unless the stay results from a prudent layperson emergency.
- If a eligible individual presents at a hospital for voluntary emergency services and transferred to an acute psychiatric inpatient facility, the receiving facility can assume North Sound BHO authorization for the initial 24 hours following admission to ensure the individual receives a thorough clinical assessment in order to determine medical necessity for ongoing inpatient hospital psychiatric care.
- If a eligible individual is transferred from emergency services to an acute psychiatric inpatient hospital, the receiving hospital must contact Volunteers of America (VOA) UM for a prior authorization request as soon the individual is protected and prevented from injuring or harming themselves, or others.
- Inpatient psychiatric care for all Apple Health individuals must be medically necessary and meet Washington State Access to Care standards for a principle covered diagnosis.

### Prior Authorization Timelines

- Non-Emergent Admissions: VOA UM will provide an expedited authorization decision and provide notice as expeditiously as the enrollee's health condition requires and no later than 72 hours after receipt of the request.
- Emergent Admissions: VOA UM determination for initial prior authorization requests for post stabilization services will be made within 1 hour. UM determinations for length-of-stay extensions will be made within 24 hours.
- If VOA UM does not respond to the hospital's request for prior authorization within BHO stipulated timelines, the treating staff may assume authorization and execute their plan of care until contact is made.

All notifications and requests for prior authorization will continue to be directed to VOA's Inpatient Certification line at 800.707.4656.

The North Sound BHO will update Policies #1571.00, #1545.00 and #1582.00 following the implementation of our contractual amendments on December 1, 2017.

Sincerely,

Joe Valentine, Executive Director  
Betsy Kruse, Deputy Director  
Dr. Keith Brown, North Sound BHO Medical Director  
Sandy Whitcutt, Quality Specialist  
Michael McAuley, Quality Specialist