



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 2018-002

Date: February 23, 2018

To: Ann Goeson, United General
Joseph Zibulewsky, St. Joseph Hospital
Robert Rutherford, Swedish Hospital
Julie Zarn, Providence Hospital
Jessica Bell, Skagit Valley Hospital
Kelly Pearson, Island Hospital
Mark Borden, Whidbey General
Meredith Dunham, Swedish Hospital
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, Smokey Point Behavioral Hospital
Lori Lubbers, Skagit Valley Hospital
Marcy 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
Sarah Malasig, Seattle Children's Hospital

From: Michael McAuley, Inpatient Quality Specialist

Subject: Addendum to North Sound BHO Numbered Memorandums (NM) 2017-017 And 2017-018

Greetings BHA Providers:

Please find attached the "Interoffice Memorandum" regarding the addendum to previous NMs 2017-017 and -018.

Numbered Memorandum 2018-002

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I am attaching separately NMs 2017-017 and 018 for your convenience.

Please ensure all appropriate staff receives this information.

cc: North Sound BHO Staff

Contract File



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INTEROFFICE MEMORANDUM

TO: COMMUNITY HOSPITALS
FROM: MICHAEL MCAULEY, QUALITY SPECIALIST, NORTH SOUND BHO
SUBJECT: ADDENDUM TO NORTH SOUND BHO NUMBERED MEMORANDUM 2017-017 AND 2017-018
DATE: FEBRUARY 20, 2018
CC: REGIONAL INPATIENT PSYCH PIHP UM STAKEHOLDERS AND REGIONAL PSYCHIATRIC UM WORKGROUP

In December of 2017, North Sound BHO implemented Policy #1571.00 – Authorization for Payment for Psychiatric Inpatient Services that changed 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.

Policy #1571.00 meets state and federal rules for inpatient psychiatric management and is operationally guided by Healthcare Authority (HCA) Washington Apple Health Mental Health Service Billing Guide. As HCA's Billing guides are frequently updated, Policy #1571.00 has referenced this a resource for inpatient providers to review.

HCA's Mental Health Billing Guide has clarified provider requirements for prior authorization requests:

"To receive authorization for hospital inpatient psychiatric care, the hospital intending to provide the service must contact the appropriate BHO representative, so the designee may construct an accurate prior Authorization record..." HCA Mental Health Billing Guide, Pg. 68.

As a result, North Sound's UM designee Volunteers of America (VOA) will implement the following protocols beginning March 1, 2018:

- Hospitals that do not furnish Department of Health (DOH) Licensed inpatient psychiatric services and intend to discharge the patient to a psychiatric inpatient hospital, can call for prior authorization as a representative of the patient. VOA UM will respond to all non-emergent requests as expeditiously as the patient's health condition requires and no later than 72 hours following the request.
- Hospitals that do not furnish DOH Licensed inpatient psychiatric services and intend to transfer the patient as an emergent admission to an inpatient psychiatric hospital, must notify VOA UM prior to transfer or admission. North Sound's Emergent Inpatient Notification form can be reviewed at <http://northsoundbho.org/Forms>
- Hospitals that are licensed to furnish DOH licensed inpatient psychiatric services can either:
 - Coordinate with the referring hospital and call for prior authorization for a non-emergent authorization prior to admission (or);

- Call for prior authorization for post stabilization services following an emergent admission. VOA UM will respond and make authorization decisions for all initial requests for post stabilization services within one (1) hour.

Numbered Memorandums 2017-017 and 2017-018 are also attached to this email for your convenience/review.

If you have any further questions, please feel free to contact Michael McAuley at:

Michael_Mcauley@northsoundbho.org.