

PROVIDER ALERT

Alert #: PA 2011-10
Issued: April 2011
To: CT BHP Hospitals
Subject: CT BHP Outreach Regarding Medical and Psychiatric Inpatient Authorizations

Dear Provider,

This alert is being distributed to CT BHP Hospitals in order to outline the process and serve as notification of the protocol for authorizations/hospital services that change from medical in nature to psychiatric or psychiatric to medical in nature.

For initial medical stays and those authorizations that are originally obtained through Qualidigm, (revenue code and the primary diagnosis is medical), the Qualidigm authorization will be valid through discharge, even if the member transfers to the psychiatric unit. However, the CT BHP will be requiring hospital psychiatric units to contact ValueOptions, the Administrative Service Organization (ASO) of the Partnership and notify the ASO of the transfer. This will allow the ASO to capture essential clinical information and assist with discharge planning.

For initial psychiatric stays and those authorizations that are originally obtained through ValueOptions (revenue code and the primary diagnosis is behavioral health), the CT BHP authorization will be valid through discharge, even if the member transfers to the medical unit. However, the CT BHP will be requiring hospital psychiatric units to continue contacting the ValueOptions to continue their authorization through discharge.

We thank you for your participation and look forward to our continued collaboration.

If you have any questions or concerns, please do not hesitate to contact the CT BHP Call Center at 1-877-552-8247.

Provider Relations
CT Behavioral Health Partnership