

# Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	<b>Administrative Policy on the Involuntary Treatment Act</b>	Policy No. 6024.02
Category:	Clinical- Utilization Management	Date Adopted: 4/10/2020 Date Revised: 5/13/2021, 5/18/2023 Date Reviewed: 5/13/2021, 5/18/2023
Reference:	Chapters 71.05 RCW, 71.24.300 RCW, and 71.34 RCW; WA State Health Care Authority (HCA) Contract with Great Rivers Behavioral Health Administrative Services Organization; WAC 246-341-0810, 182-500-0070	

## POLICY

- 1.1. Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) will adhere to this policy on the Involuntary Treatment Act (ITA) for both mental health (MH) and substance use disorders (SUD).
- 1.2. Great Rivers BH-ASO designates Designated Crisis Responders (DCRs) to perform the duties of involuntary investigation and detention. DCRs will be experienced, knowledgeable, and trained in investigating and evaluating persons with MH and SUD to determine the necessity of commitment to inpatient psychiatric or Secure Withdrawal Management and Stabilization Services treatment facilities, and to ensure transportation issues and court related responsibilities are completed.
- 1.3. All services delivered under the Involuntary Treatment Act (ITA) will be delivered in accordance with RCW 71.05 and 71.34 and WAC 246-322, 246-337, and 246-341. No prior clinical authorization approval or consent is required.
- 1.4. Great Rivers BH-ASO's ITA Authorizations are administrative, generated to facilitate claims submissions and are not based on Medical Necessity but rather the legal status of the individual. Payment may be impacted by funding availability.
- 1.5. Only individuals 13 years of age and older may be subject to the provisions of these laws.

## PROCEDURE

- 2.1. Great Rivers BH-ASO maintains an administrative authorization procedure for ITA admission.
- 2.2. Great Rivers BH-ASO authorizes payment for services that are provided to individuals detained under ITA law when the individual either refuses to apply for or does not qualify for any Medicaid Apple Health program or have income up to two hundred twenty percent (220%) of the federal poverty level. These inpatient stays are paid for with state funds:
  - 2.2.1. Requests for initial administrative authorization will be directed to Great Rivers BH-ASO via the 24-hour authorization phone line at (800) 218-5006.

- 2.2.2. Requesting ITAs authorizations will be conducted by the hospital and not delegated to the DCRs.
- 2.2.3. Required clinical information will be provided by the hospital within seventy-two (72) hours of admission. At a minimum, this information should include:
  - 2.2.3.1. Individual's full name;
  - 2.2.3.2. Individual's date of birth;
  - 2.2.3.3. Individual's address; and
  - 2.2.3.4. Receiving hospital name and contact information.
- 2.2.4. Individuals will be administratively authorized by Great Rivers BH-ASO following court ordered time frames.
- 2.2.5. Great Rivers BH-ASO will not deny extension requests for individuals who are detained in accordance with the ITA unless another Less Restrictive Alternative (LRA) is available. Any less restrictive placement would need to be ITA certified, and the court would need to change the detention location.
- 2.2.6. Individuals on a continuance will be granted a length-of-stay extension until their next court date. Individuals awaiting placement at Western State Hospital (WSH) will be granted a length-of-stay extension until admission to WSH.
- 2.2.7. Requests for individuals whose legal status changes from involuntary to voluntary, will be reviewed by UM and authorized or denied depending upon clinical presentation and available funding.
- 2.2.8. Only Great Rivers BH-ASO's Medical Director can deny an authorization.
- 2.3. **Changes in Status**
  - 2.3.1. Changes in the individual's status include, legal, principle diagnosis, or hospital of service, should be directed to Great Rivers BH-ASO's UM Department within twenty-four (24) hours of the change of status. Great Rivers BH-ASO UM Department will respond within 2 hours and many any authorization determinations within 12 hours.
- 2.4. **Discharge Notification**
  - 2.4.1. Hospitals are expected to work toward discharge beginning at admission.
  - 2.4.2. Hospitals are required to provide discharge notification and clinical disposition for Great Rivers BH-ASO to close out the authorization record.
- 2.5. **Diversion**
  - 2.5.1. A diversion is any time a community hospital agrees to alternative level of inpatient care or any other alternative level of care (e.g., community-based crisis stabilization placement). A diversion can occur prior to admission or during continued stay review if it is determined another level of care is medically indicated.
  - 2.5.2. A diversion may not be considered in retrospective requests except for the current days and days forward of a request prior to discharge.
- 2.6. **Notification of Coverage and Authorization Determinations**
  - 2.6.1. Great Rivers BH-ASO will notify the individual in writing of the decision. For an adverse authorization decision involving an expedited authorization

request, Great Rivers BH-ASO may initially provide notice orally but is required to provide written notification of the decision within 72 hours or 48 hours when a request for a non-crisis related service is denied.

2.6.2. Written notice will include:

- 2.6.2.1. The reasons for the action in easily understood language including, citation to any UM guidelines, protocols, or other criteria that were used to make the decision and how to access the guidelines, protocols, or other criteria.
- 2.6.2.2. A statement of whether the individual has any liability for payment.
- 2.6.2.3. Information regarding whether and how the individual may Appeal the decision.
- 2.6.2.4. The individual's right to receive Great Rivers BH-ASO assistance in filing an Appeal and how to request it, including access to services for individuals with communication barriers or disabilities.

2.6.3. The written notification will be provided in accordance with the timeframes described in this policy except in the following circumstances:

- 2.6.4. The individual dies.
- 2.6.5. Great Rivers BH-ASO has a signed statement from the individual requesting service termination or giving information that makes the individual ineligible and requiring termination or reduction of services (where the individual understands termination, reduction, or suspension of services is the result of supplying this information).
- 2.6.6. The individual is admitted to a facility institution where he or she is ineligible for services.
- 2.6.7. The individual's address is unknown, there is no mail directed to him or her and has no forwarding address.
- 2.6.8. The individual has moved out of the Great Rivers service area.
- 2.6.9. The individual requests a change in the level of medical care.

2.7. **Untimely Service Authorization Decisions**

- 2.7.1. When Great Rivers BH-ASO does not reach service authorization decisions within the timeframes for either standard or expedited service authorizations, it is considered a denial and thus, an adverse action.

2.8. **Appeals and Disputes**

- 2.8.1. Individuals may file a grievance and/or an appeal when requested services have been denied. See Great Rivers BH-ASO's Grievance System policy.

**MONITORING**

- 3.1. Great Rivers BH-ASO shall be notified of every ITA, regardless of payer, and each ITA will be tracked on the ITA log or the Uninsured ITA Log.
  - 3.1.1. Data from the logs will be used for the following activities:

- 3.1.1.1. To monitor each individual hospitalization and to provide care coordination services to assist with clinically appropriate discharge planning.
- 3.1.1.2. Quality Improvement Activities to improve the crisis system.
  - 3.1.1.2.1. Identify trends and patterns in detentions.
  - 3.1.1.2.2. Monitor DCR compliance to WACs and contracts.
  - 3.1.1.2.3. Appropriateness of the ITA, including the clinical and legal justification of detentions.

**ATTACHMENTS**

None

POLICY SIGNATURE

DocuSigned by:  
*Trinidad I. Medina*  
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10/19/2023

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Trinidad I. Medina  
Chief Executive Director

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Date