

# Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	<b>Alien Emergency Medical Inpatient Psychiatric Admissions</b>	Policy No. 6027.02
Category:	Clinical	Date Adopted: 07/10/2020 Date Revised: 11/4/2021 Date Reviewed: 5/24/2023
Reference:	Washington State Health Care Authority (HCA) contracts with Great Rivers Behavioral Health Administrative Services Organization WAC 182-507-0115	

## Policy:

- 1.1 Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) shall serve as the point of contact for inpatient community psychiatric admissions for undocumented aliens residing in the Great Rivers BH-ASO Regional Service Area (RSA) in support of the HCA Alien Emergency Medical (AEM) Program.

## Procedure:

- 2.1. Great Rivers BH-ASO will coordinate with the requesting inpatient psychiatric facility to determine the individual's undocumented status and qualification for the AEM Program as indicated in WAC 182-507-0115 and WAC 182-550-2600.
- 2.2. Great Rivers BH-ASO will instruct the requesting inpatient psychiatric facility to assist qualified individuals in submitting an AEM eligibility application via Washington State's Health Plan Finder to establish eligibility and allow for submission of qualified claims for AEM coverage.
- 2.3. Great Rivers BH-ASO will receive the admission notification for Involuntary Treatment Act (ITA) admissions and make medical necessity determinations for voluntary psychiatric admissions.
- 2.4. Upon notification of admission, Great Rivers BH-ASO will inform the inpatient psychiatric facility of their obligation to assist the individual in applying for AEM eligibility through the Washington Health Plan Finder and provide all necessary documentation to Great Rivers in order to complete the authorization claim.
- 2.5. For all qualified AEM requests, Great Rivers BH-ASO will utilize the HCA designated submitter profiles through the online ProviderOne Portal to submit completed Prior Authorization (PA) requests. Great Rivers BH-ASO will ensure staff are trained and qualified in HCA's ProviderOne system to complete the direct data entry prior authorization request screen, completing all required fields and record the clinical information required through the ProviderOne provider portal within five (5) working days of the discharge. The required data and clinical information include, but are not limited to:
  - 2.5.1. The individual's name and date of birth;

- 2.5.2. The hospital to which the admission occurred;
  - 2.5.3. If the admission is an ITA or voluntary;
  - 2.5.4. The diagnosis code;
  - 2.5.5. The date of admission;
  - 2.5.6. The date of discharge;
  - 2.5.7. The number of covered days, with dates as indicated;
  - 2.5.8. The number of denied dates, with dates as indicated; and
  - 2.5.9. For voluntary admissions, a brief statement as to how the stay met medical necessity criteria.
- 2.6. Great Rivers BH-ASO will follow established protocols for submitting AEM requests as required by HCA and outlined in the guidance document regarding direct data entry submissions for PAs into the Provider One portal for AEM inpatient psychiatric admissions. Great Rivers BH-ASO will also follow the established protocols for attaching backup documentation needed to process PA requests (see Attachment: BHO ASO AEM Authorization Process for INPT).
- 2.7. Great Rivers will make a copy of the HCA guidance document available to all Great Rivers BH-ASO staff approved to submit AEM authorizations in the ProviderOne Portal.
- 2.8. If the information has not been submitted completely, Great Rivers BH-ASO has five (5) working days to respond to inquiries for the designated HCA staff to obtain the information necessary to support completion on the prior authorization record. If the error in completing the authorization submission is due to incomplete data provided by the requesting inpatient psychiatric facility, Great Rivers BH-ASO will make every effort to obtain the information from the facility, notifying the requesting facility, verbally or in writing, of the missing information, and the need for the facility to submit the required documentation to ensure completion of the claim. Failure of the inpatient psychiatric facility to provide sufficient documentation to complete the claim, submission may result in an incomplete claim status.

### **Monitoring**

- 3.1. Implementation of this policy will be monitored to assess performance and make process improvements by the Great Rives BH-ASO Quality Management Manager.

### **Attachments**

BHO ASO AEM authorization process for INPTAdm

POLICY SIGNATURE

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*Trinidad I. Medina*  
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10/19/2023

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Trinidad Medina,  
Chief Executive Director

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Date