




United Behavioral Health

Referral and Authorization into WA-PACT Program			Policy Identifier/Number: CM-15
Annual Review Completed Date: February 2018			
Policy Category: Government – Pierce Regional Support Network	Applicable Lines of Business: Medicaid	Entity/Plan: Optum Pierce Behavioral Health Organization	State: Pierce County, Washington
Approved by: Bea Dixon, Executive Director			Signature: 

Policy Statement and Purpose

- Optum Pierce Behavior Health Organization (BHO) implements a Washington State Program for Assertive Community Treatment (WA-PACT) team in accordance with the *Washington State PACT Program Standards*. WA-PACT is a specialized, limited-capacity program intended to provide integrated, high-intensity outpatient services requiring this level of care. WA-PACT requires a detailed delineation of roles and policies related to referral and authorization to assure the program is in compliance with Washington State program standards.
- Optum Pierce BHO monitors compliance with provisions of this policy through its annual provider review.

To delineate the roles and processes related to referral, authorization and discharge for the WA-PACT team.

Policy Audience and Applicability

This policy is applicable to the Optum Pierce BHO and benefits administered through the Washington State Department of Social and Health Services (DSHS) current Prepaid Inpatient Health Plan (PIHP).

Policy Definitions

N/A

Policy Provisions

1. Overview of Roles and Referral Triggers
 - 1.1. Optum Pierce BHO shall assign a Care Manager to be responsible for oversight of referrals, authorizations and discharges from the WA-PACT program.
 - 1.2. The BHO WA-PACT Care Manager responsibilities include:

Optum is responsible for adhering to all applicable state and/or federal laws governing activities within the scope of this policy, including the Mental Health Parity and Addiction Equity Act (MHPAEA) and the Health Insurance Portability and Accountability Act (HIPAA) privacy requirements, as well as the applicable requirements, standards and regulations as set forth by the Employee Retirement Income Security Act (ERISA), the Center for Medicare and Medicaid Services (CMS), the Department of Labor (DoL), and any applicable accrediting organizations.

- 1.2.1. Serving as the primary interface with the WA-PACT provider's designee to coordinate referrals, admissions and discharges and other matters related to clinical and capacity management;
 - 1.2.2. Receiving and reviewing referrals to the WA-PACT program;
 - 1.2.3. Notifying referent of receipt of referral and the need for any additional documentation;
 - 1.2.4. Reviewing referrals with the BHO Clinical Manager to determine if admission criteria is met, if referral will be forwarded to the WA-PACT provider's designee, or placed on the wait list;
 - 1.2.5. Maintaining a spreadsheet for all referral information and disposition; and
 - 1.2.6. Working closely with the BHO Discharge Coordinators (Western State Hospital Liaison and Community Hospital Liaison) regarding referrals and admissions to the WA-PACT program.
- 1.3. Optum Pierce BHO requires of WA-PACT providers that they:
- 1.3.1. Follow the standards for urban or rural teams, as appropriate;
 - 1.3.2. Incorporate stakeholder involvement in the ongoing implementation of the WA-PACT by development of a Stakeholder Advisory Group, of which a representation of at least 51% individual and family members of involved individuals is maintained;
 - 1.3.3. Participate in required DSHS training and technical assistance activities, and cooperate with fidelity monitoring;
 - 1.3.4. Submit a roster of all WA-PACT participants on a quarterly basis to the BHO WA-PACT Care Manager. The roster is to include the individual's name, referral source, WA-PACT admit date, discharge date and discharge disposition; and
 - 1.3.5. Submit a roster of all WA-PACT staff and their respective positions on a quarterly basis in accordance with the *WA-PACT Program Standards*.
- 1.4. Optum Pierce BHO requires that the primary individuals served by the WA-PACT team are individuals who demonstrate or have demonstrated a medical necessity for inpatient psychiatric hospitalization. In addition, priority is given to referrals from current state hospital patients who are ready for discharge and who meet criteria for admission into PACT teams as delineated in the *WA-PACT Program Standards*.
- 1.5. Admission criteria include having a severe and persistent mental illness that results in substantial functional impairment. Priority is given to individuals diagnosed with schizophrenia, other psychotic disorders, or bipolar disorder.
- 1.6. Admission into the program is based on the combination of clinical need, the severity of other cases awaiting admission into WA-PACT, current and anticipated service capacity, and the availability of other intensive non-PACT programs such as Intensive Case Management or High Intensity Treatment.
- 1.7. Referral triggers to WA-PACT include, but are not limited to, those listed below. Those persons and/or systems that will most likely make referrals based on the respective trigger(s) are listed in parentheses. In addition, Optum Pierce BHO network providers may be the first to make a referral based on one or more of the triggers listed below:
- 1.7.1. Highest priority: Individuals who are near discharge/release from Western State Hospital (BHO Liaisons and Provider Liaisons);

- 1.7.2. At least 2 community hospitalizations within the previous year, with particular weight given to involuntary detentions and to the number of bed days;
 - 1.7.3. Multiple crisis contacts/diversions;
 - 1.7.4. Patterns of arrests related to psychiatric instability;
 - 1.7.5. Cases reviewed in weekly Western State Hospital (WSH) Diversion Team meetings and Liaison meetings; and
 - 1.7.6. Trends observed by BHO Care Managers in the course of day-to-day work
2. Referral Pathways & Authorization Procedures
- 2.1. A referent makes a referral to the BHO using the WA-PACT Referral Form.
 - 2.2. A provider or WA-PACT provider requests that a former WA-PACT participant be considered for a return to the program. In such cases, the BHO WA-PACT Care Manager and WA-PACT shall confer regarding next steps.
 - 2.3. The BHO WA-PACT Care Manager reviews the referral information, gathers additional clinical, historical and/or collateral information from providers and other sources, and makes a determination whether the person meets eligibility criteria.
 - 2.4. Possible dispositions are as follows:
 - 2.4.1. Individual meets criteria for WA-PACT participation and the referral is forwarded to WA-PACT provider. The WA-PACT provider and BHO Care Manager confer as to next steps; or
 - 2.4.2. The WA-PACT Care Manager decides that the individual is not suitable for WA-PACT participation. The best appropriate referral options are discussed and the WA-PACT Care Manager works with the referent and care management unit to expedite a referral into an alternate program(s)/level of care.

**For Individuals Meeting Eligibility
Dispositions Depending on Readiness and Availability of Openings**

	Person ready and able to enter WA-PACT	Person not ready and able to enter WA-PACT (e.g., pending discharge)
Opening exists in WA-PACT	BHO forwards referral form to WA-PACT provider and provider begins engagement process with individual for entry into WA-PACT	For individuals currently in WSH: Individual referred and WA-PACT provider begins engagement process working with CMHA liaisons and BHO WSH discharge coordinator to expedite discharge from WSH to WA-PACT. For other individuals: BHO and WA-PACT provider make note that individual will be approved when ready and able. BHO care manager tracks status of person and works with provider to facilitate entry into program when person is ready and able.
Opening does not exist in WA-PACT	BHO care manager ensures person is referred to appropriate alternate program(s). BHO tracks status of person and places person on waiting list. When WA-PACT	BHO care manager ensures person is referred to appropriate alternate program(s). BHO tracks status of person and places person on waiting list. When WA-PACT opening becomes

	Person ready and able to enter WA-PACT	Person not ready and able to enter WA-PACT (e.g., pending discharge)
	opening becomes available, BHO and WA-PACT provider review current status of individual and make decision as to current appropriateness for entry into WA-PACT.	available, BHO and WA-PACT provider review current status of individual and make decision as to current appropriateness for entry into WA-PACT.

Related Policies, Procedures & Materials

- Pierce BHO policy: CM-10 - *UM/Authorization and Concurrent Reviews*

Attachments

N/A

Approval History

- Policy created and effective: 07/2009
- Policy and Procedure Committee review and approval: 09/28/2009
- Policy and Procedure Committee review and approval: 08/23/2010
- Policy and Procedure Committee review and approval: 09/26/2011
- Policy and Procedure Committee review and approval: 08/27/2012
- Policy and Procedure Committee review and approval: 12/02/2013
- Policy and Procedure Committee review and approval: 09/22/2014
- Policy and Procedure Committee review and approval: 09/28/2015
- Optum Pierce BHO reviewed and accepted: February 2018