




United Behavioral Health

After-Hours Availability		Policy Identifier/Number: CM-19	
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 ensures that a Care Manager and a licensed, board-certified psychiatrist are available 24 hours a day, 365 days a year to manage requests for inpatient admissions to psychiatric hospitals and other inpatient facilities and to receive calls from crisis service providers.

To explain how a licensed Chemical Dependency Professional and licensed mental health professional (Care Managers) and a licensed, board-certified psychiatrist are available after normal business hours.

Policy Audience and Applicability

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

Policy Definitions

- **Normal Business Hours:** refers to the Optum Pierce BHO office being open from 8 am to 6 pm Monday through Friday, excluding holidays.
- **After-Hours:** refers to the time when the Optum Pierce BHO office is not open for business and there is no direct telephone access to a Care Manager.

Policy Provisions

1. Per WAC 388-865, Optum Pierce BHO ensures that emergency crisis intervention services are available 24 hours a day, 365 days a year.
2. Optum Pierce BHO ensures that a Care Manager is available 24 hours a day, 365 days a year. For access to after-hours care management:
 - 2.1. The main telephone number, **1-253-292-4200**, and the toll-free number, **1-866-673-6256**, are transferred to an after-hours triage service;

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.

- 2.2. A Care Manager is on call via cell phone after normal business hours to review requests for inpatient admissions to psychiatric hospitals and other inpatient facilities, to respond to requests for resources from providers of crisis services, and to receive immediate notification of Critical Incidents.
- 2.3. A contracted triage service is provided with a monthly on-call schedule, the cell phone number and back-up phone numbers for on-call Care Managers, and the Clinical Manager or designee.
3. Optum Pierce BHO ensures that a licensed, board-certified psychiatrist is available to the Care Management unit and to inpatient facilities in accordance with the Optum Pierce BHO policy titled, Utilization Management/Resource Management Plan, 24 hours a day, 365 days a year by pager/cell phone for consultation and clinical review.

Related Policies, Procedures & Materials

- Pierce Behavioral Health Organization Policy : CM-05 - *Utilization Management/Resource Management Plan*
- Pierce Behavioral Health Organization Policy: CM-07 - *Accessibility, Engagement and Utilization of Services for Individuals with High Risk*
- Pierce Behavioral Health Organization Policy: CM-08 - *Coordination of Care Between Primary Care Physicians, Emergency Rooms and Other Healthcare Providers*
- Pierce Behavioral Health Organization Policy: CM-09 - *Engagement of Community Resources*
- Pierce Behavioral Health Organization Policy: CM-10 - *Utilization Management/Authorization and Concurrent Review*

Attachments

N/A

Approval History

- Policy created and effective: 07/2009
- Policy and Procedure Committee review and approval: 02/22/2010
- 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
- Policy and Procedure Committee review and approval: 03/23/2016
- Operational Procedures and Standards Committee reviewed and accepted: 12/28/2016
- Optum Pierce BHO reviewed and accepted: February 2018