



Kaiser Permanente Mid-Atlantic States Behavioral Health Level of Care Workflow for Hospitals

Kaiser Permanente appreciates our ongoing relationship in providing exceptional clinical care to our members. We firmly believe our partnership enables us to deliver high quality, cost-effective care which Kaiser Permanente members have come to expect. Please utilize this guide as a resource to assist you in planning safe, timely, and appropriate transitions of care for behavioral health (BH) treatment in partnership with our Kaiser Permanente Physicians.

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Transferring from a Medical Facility to a Behavioral Health Facility:

- The hospital staff contacts the BH on-call psychiatrist for authorization via the Kaiser Permanente Page Operator at 703-359-7460.
- Once the behavioral health admission authorization is approved, the hospital staff conducts a search for a bed, starting with Kaiser Permanente Premiere facilities followed by Kaiser Permanente contracted hospitals (see page 3 for hospital lists). If no beds are available, the patient may be admitted to any BH facility with an available bed.
- Once the authorization has been obtained and the hospital bed has been secured, the hospital staff calls for a referral per following process:

Monday - Friday 8:30am to 5pm	Call 301-552-1212 BH Utilization Management (UM) Department	<ul style="list-style-type: none"> • Leave a message indicating a transfer from a medical facility to a BH facility is needed. • Include the patient's Kaiser Permanente number along with the caller's phone number.
Weekends and Holidays	Call 703-359-7460 Kaiser Permanente Page Operator	<ul style="list-style-type: none"> • Ask for the BH Patient Care Coordinator (PCC). • If the PCC is not available to take the call, leave the patient's Kaiser Permanente number along with the caller's phone number.

- BH UM or the BH PCC calls the hospital staff back to obtain hospital information and provide the authorization.
- The hospital staff arranges transportation to the BH facility (see page 4 for transportation providers).

Transferring from an Emergency Room to a Behavioral Health Facility:

1. The hospital contacts Emergency Care Management (ECM) at 800-810-4766 to notify that a patient needs a BH bed.
2. ECM generates a referral and facilitates the authorization.

Inpatient Behavioral Health Concurrent Review and Discharge Planning:

1. The BH PCC contacts the hospital after admission to provide the last covered day/concurrent review date.
2. The hospital faxes the concurrent clinicals to 855-414-1703 as early as possible on the day of concurrent review. Additional days will not be authorized without concurrent clinicals.
3. The PCC notifies the hospital staff of the number of additional days authorized and the date of next review. In the case of a denial, the PCC will notify the hospital staff of the last covered day.
4. For members who are planned for discharge, the hospital notifies the PCC of the anticipated discharge date and the recommended discharge follow-up.
5. The PCC schedules post-hospital therapy appointments within 7 days of discharge.
6. The PCC schedules psychiatry follow-up for medication management.
7. The PCC enters and processes for review, requests for IOP (Intensive Outpatient), PHP (Partial Hospitalization), RTC (Residential Treatment Center), etc.
8. Discharge clinicals that include discharge medications, discharge diagnosis, treatment summary, recommendations, pertinent labs/medical concerns during the admission, should be faxed to 855-414-1703 as soon as possible after discharge.

Request for Member to Admit to Residential Treatment Centers, or for Follow-up PHP/IOP:

1. The hospital staff notifies the PCC of the recommendation.
2. The hospital staff submits clinicals to BH UM via fax at 855-414-1703.
3. The PCC enters a referral and processes for medical necessity review.
4. The PCC provides the determination verbally, and an approval or denial letter is generated. If approved, the PCC provides hospital staff with a list of Kaiser Permanente contracted providers.

Denied Authorizations for Requests for Peer-to-Peer Review:

1. The hospital staff contacts the PCC to inform them of a request for an MD review to reconsider the denial.
2. The hospital staff provides the PCC with the attending name and the best phone number for the Kaiser Permanente MD to call for peer-to-peer review.
3. The PCC contacts the Kaiser Permanente psychiatrist doing the peer-to-peer to notify them of the request and provide contact information to reach the attending physician.
4. The Kaiser Permanente MD calls the attending physician for review and notifies the attending physician and the Kaiser Permanente PCC of their decision.
5. If the denial is upheld, the appeals process in the denial letter can be followed for formal appeal.

Kaiser Permanente Behavioral Health Hospitals - Premiere

Hospital	Phone Number	Accepts Involuntary	Geriatric Unit	Adult	Adolescent	Children
Virginia Hospital Center	703-558-5000	X		X		
Dominion Hospital	703-536-2000	X		X	X	X
Children's National Medical Center	202-476-5000				X	X
Washington Hospital Center	202-877-7000	X		X		
Shady Grove Adventist BH	301-251-4500	X	X	X	X	X
Franklin Square Hospital Center	443-777-7000	X		X	X	
Sheppard Pratt	410-938-3000	X	X	X	X	X

Kaiser Permanente Behavioral Health Hospitals - Contracted

Hospital	Phone Number	Accepts Involuntary	Geriatric Unit	Adult	Adolescent	Children
Baltimore Washington Medical Center	410-787-4000	X		X		
Johns Hopkins Hospital	800-765-5447	X	X	X	X	X
Holy Cross Germantown	301-557-6860			X		
INOVA Fairfax Hospital	703-776-4001	X		X		
INOVA Mount Vernon Hospital	703-664-7000	X		X		
Montgomery General (Medstar Montgomery Medical Ctr)	301-774-8800			X	X	
North Spring Behavioral Health (Free-standing BH Hospital)	703-554-6300	X			X	
Prince William Hospital (Novant Health)	703-369-8464			X	X	
Sheppard Pratt (Free-standing BH Hospital)	800-627-0330	X	X	X	X	X
Southern Maryland Hospital	301-877-5615	X		X		
Spotsylvania Regional Medical Ctr	540-498-4000	X	X	X		
University of MD – Capital Region	240-677-1000	X		X		
University of MD – St. Joseph's	410-337-1000			X		

Kaiser Permanente Transportation Providers

Vendor Name	Phone Number	State	Transport Types	County Coverage
Butler	410-602-4007	DC/MD	BLS, ALS, Critical Care Ambulance	District of Columbia, Montgomery, Frederick, Carroll, Howard, Washington, Allegany and Garrett
AAA	301-952-1193	MD	BLS, ALS, Critical Care Ambulance	Anne Arundel, PG, St. Mary's, Charles, Eastern shores of MD Counties
Procure	410-823-0030	MD	BLS, ALS, Critical Care Ambulance	Baltimore County, Baltimore City, Harford and Cecil
Lifecare	540-752-5883	VA	BLS, ALS, Critical Care Ambulance	All of Virginia

Behavioral Health Utilization Management – Contact Information

- Department Phone – 301-552-1212
- Department Fax – 855-414-1703
- Department Manager – Linda Bloch, LCSW-C, RN – 240-316-5539
- Department Supervisor – Trish Schroeder, RN – 410-816-4553

Patient Care Coordinators (PCC's) – Please only call the PCC managing your patient

- Bimbola Okonkwo, RN – 202-308-2322
- Adaku Obenwa, RN – 202-744-6085
- Patty Canavan, RN – 202-763-8622
- Nadia Akinbowale, RN – 703-328-4956
- Teleola Akanbi, RN – 202-430-3680
- Monique Burgess, RN – 202-672-3078
- Myasia Reliford, RN, PRN – 240-890-3256
- Ellen Holman, RN, PRN – 240-931-8871