

Post Stabilization Care Authorizations Information for non-Contracted Hospitals

Re: Northern California, Members of the Kaiser Permanente Medical Care Program

Post-Stabilization Care authorization for all Emergency Medical Conditions and Notification for Psychiatric Emergencies

Action Required, please:

1. **Contact us for authorization to provide post-stabilization care.**
2. **Review, distribute, and post our contact information for notification and/or authorization for all post-stabilization care.**
3. **Contact us if you transfer a member to a higher level of care due to a psychiatric emergency condition.**
4. **Contact us if you receive a member from a transferring hospital in order to provide the member with psychiatric services and care**

We value the care that you, as a community provider, give to our members when they present to your facility for emergency services. In accordance with applicable law and Kaiser Permanente policy, you have certain obligations to notify us before providing post-stabilization care to one of our members and our obligation is to promptly respond to your requests for authorization to provide that post-stabilization care to our member. That is why we want to ensure that you have all the information that you need to contact us when a member presents to your facility with an emergency medical condition, including those requiring psychiatric care. Please share this information with all staff members who provide the clinical care, patient registration, case management, and business office functions at your facility.

Authorization for Post-stabilization Care

Generally, members present to non-Plan hospitals when they believe they have an emergency medical condition. All California non-contracted hospitals are required to diligently attempt to identify a patient's health coverage and document such efforts in the patient's medical record. Once health coverage is identified and the patient is clinically stable, the hospital must contact the patient's health coverage provider for authorization to provide post-stabilization care, regardless of whether stabilization occurs in the emergency department prior to admission or after the patient has been admitted as part of the stabilizing process.

Our goal is to have clear communication between Kaiser Permanente and your staff to ensure against confusion regarding what services are authorized and which ones are not authorized. This avoids any financial impact to you resulting from failure to notify us timely with complete information. If you do not obtain our authorization to provide post-stabilization care to a member, neither Kaiser Permanente nor the member will be financially responsible for any unauthorized post-stabilization care that the hospital provides.

Kaiser Permanente is available 24 hours a day, 7 days a week to either provide authorization for specific post-stabilization care at your facility that our physicians agree you should provide or to discuss with you appropriate transfer of the member to a Plan-designated facility. As a reminder the general process for contacting us remains the same, but there is a difference for pre-admission and post-admission authorization requests.

Contacting us prior to patient admission

When a member presents to your facility with an emergency medical condition, please contact the Kaiser Permanente Emergency Prospective Review Program (EPRP) telephone hotline at 1-800-447-3777 once they are clinically stable. This call enables your emergency physicians to discuss the patient's condition directly with us, 24 hours a day, 365 days a year. **Calling the EPRP telephone hotline at 1-800-447-3777 is the only accepted means of requesting authorization to provide post-stabilization care before admitting our member to your facility.** During this call, we are often able to quickly provide the patient's pertinent medical history and relevant test results directly to your physicians.

At that time, we are also able to facilitate transfer or authorize agreed-upon pre-admission post-stabilization care and/or admission of clinically stable patients.

We encourage your call for patient-specific information at any point in our member's care, even before any post-stabilization care authorization may be required in order to best inform your own treatment decisions. Consideration of requests for further diagnostic and/or therapeutic modalities necessary to determine the patient's suitability for discharge, transfer, or admission to your facility will be discussed up front, thus avoiding potential denial of reimbursement after retrospective review of any unauthorized post-stabilization care that you provided. Following this process enables you to base any further care on a more comprehensive understanding of the patient's medical history. It also allows you to request authorization for necessary post-stabilization care, and verify cost-sharing amounts that you are entitled to collect directly from the patient

Please remember that non-contracted facilities that do not contact us as required are prohibited by law from billing the patient for the cost of any post-stabilization care unless the patient has accepted responsibility for the cost in writing and the facility may collect from the member only his or her cost-sharing amount.

Contacting us after admission

If our member has been admitted to the hospital as part of the stabilizing process, you must call the appropriate **Kaiser Permanente Outside Services Case Management Hub** (listed below) once that member's condition is clinically stable to request authorization to provide post-stabilization care. **Calling the appropriate Kaiser Permanente Outside Services Case Management Hub at the corresponding number listed below is the only accepted means for requesting post-admission authorization to provide post-stabilization care to our members.** Our Kaiser Permanente Case Management representative will have the same type of discussion with your physicians and/or other staff, and is able to provide the same medical history and other information, as EPRP.

If a call was placed for authorization prior to your admission of our member, our Case Managers and their partnering physicians will take over the case and continue to oversee the member's care following admission. They will continue our existing process of reviewing requests for authorization of specific services and/or make arrangements for transfer as appropriate.

Psychiatric Emergency Notification¹

In the event a member presents to your facility with a psychiatric emergency medical condition and you are unable to provide the care and treatment necessary to relieve or eliminate that psychiatric emergency medical condition, you may need to transfer our member to the psychiatric unit of a general acute care hospital or an acute psychiatric facility that can provide the needed treatment. Under the statutory requirements, you must call to notify us that you are transferring our member, regardless of whether you have a contract with us or not. If you contact us prior to transfer, we will work with you to arrange a transfer to one of our facilities where we can provide our member with the care and treatment necessary to relieve the psychiatric medical condition. Similarly, if your hospital has received one of our members who is experiencing a psychiatric emergency medical condition from another hospital that transferred the member to you, and you are not contracted with us, you must contact us to inform us that you have received our member and to request authorization to provide post-stabilization care.

Regardless of whether you need to transfer our member with a psychiatric emergency medical condition, or have received our member under those circumstances, you must contact us using the EPRP hotline. Again, you can reach EPRP 24 hours a day, 365 days a year, at **1-800-447-3777**.

¹A psychiatric emergency condition, as defined in the law, is a mental disorder that manifests itself by acute symptoms of sufficient severity that it renders the patient as being either of the following:

- An immediate danger to him/herself or others
- Immediately unable to provide for, or utilize, food, shelter, or clothing, due to the mental disorder.



Case Management Hub Contact Information:

Below you will find the specific contact information for the Case Management Hub servicing your general geographic area, based on the County in which you are located.

South Bay

Located in San Jose and provides support when you are located in: San Mateo, Santa Clara, San Francisco and Mariposa, Madera, Tulare or Fresno counties.

Contact Number:

Main Line: (408) 361-2140, Option 1

Fax: (408) 361-2155

East Bay

Located in Walnut Creek and provides support when you are located in: Alameda, Contra Costa, Napa, Solano, Marin, and or Sonoma counties.

Contact Number Information:

Main Line: (925) 926-7303

Fax: (925) 229-7475

Valley

Located in Sacramento and provides support when you are located in: Sacramento, San Joaquin, Stanislaus Amador, El Dorado, Merced, Placer, Yolo, Yuba counties and or Out-of-Area.

Contact Number Information:

Main Line: (916) 648-6770

Fax: (916) 648-6752

OOA² Toll Free Line: 1-877-520-4773

OOA² Fax: (916) 648-6753

²Your facility is located "Out-of-Area" (OOA) if you are either outside of California or within California but not in one of the counties listed in the service area description for one of the 3 Hubs noted above.

We greatly value the care you provide to our members, and your cooperation in managing the care of members who present to you for care on an emergent basis. Please feel free to contact your applicable Kaiser Permanente Outside Services Case Management Hub if you have any questions or would like additional information.