



KAISER PERMANENTE®

Kaiser Foundation Health Plan, Inc.
Network Development & Administration
393 East Walnut Street
Pasadena, California 91188

October 28, 2024

Re: **Kaiser Permanente Notification for Psychiatric Emergencies and for Authorization for Post-Stabilization Care for Southern California Members**

Actions Required:

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

Dear Provider:

Kaiser Permanente has made it easier for our partner community hospitals to contact us to request authorization to provide post-stabilization care to our Health Plan members who present for care in the Emergency Department, Burn Unit, Trauma Unit or any other part of the hospital that may treat an emergency medical condition. We are sending this letter to ensure that you have the most up-to-date information on how to contact us when you are called on to care for our members, in the emergency department and in the in-patient setting and in the event that a member presents with a psychiatric emergency. Please share this important information with all staff members who provide the clinical care, case management, and business office functions at your facility, as they may need to modify some practices.

Psychiatric Emergency Notification¹

In the event one of our Health Plan members presents to your facility and you are unable to provide the care and treatment necessary to relieve or eliminate the psychiatric emergency

¹ A 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.

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 that treatment. Under applicable contractual and/or statutory provisions, you must call Kaiser Permanente to notify us that you are transferring our member. 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 emergency medical condition. If your hospital has received one of our members from another hospital that has transferred our member, you need to contact us to inform us that you have received our member and to request authorization to provide post-stabilization care, as described below.

Contacting us when our member presents to you with a psychiatric emergency

If our member presents to your facility with a psychiatric emergency medical condition or is transferred to your hospital from another hospital for psychiatric care, please contact the Kaiser Permanente Emergency Prospective Review Program (EPRP) telephone hotline at 1-800-447-3777. This call enables your emergency physicians to discuss our member's condition directly with us, 24 hours a day, 365 days a year.

Authorization for Post-Stabilization Care

Health Plan members often present to a non-Plan hospital when they believe they have an emergency medical condition. The treating physician or other representative of the hospital must call Kaiser Permanente as soon as the patient's medical condition is clinically stable to ensure that we are given the opportunity to authorize appropriate post-stabilization care or otherwise coordinate the post-stabilization care of our member unless your contract with us specifies otherwise. The need to contact us for authorization applies 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. Failure to notify us timely, consistent with your contract requirements, can result in Kaiser Permanente not accepting financial responsibility for any unauthorized post-stabilization care that the hospital provides. 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.

Our staff 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 your appropriate transfer of our member to a Plan-designated facility. We are available 24/7 regardless of whether the need for post-stabilization care arises prior to the actual admission of our member to your facility, or after a member admitted as part of the stabilizing process achieves clinical stability. **IMPORTANT NOTE: Please be aware that the specifics for contacting us are different for pre-admission and post-admission authorization requests.**

Contacting Us Prior to Admission

Regardless of the hospital area to which our member initially presented with an emergency medical condition, calling our **Kaiser Permanente Emergency Prospective Review Program (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.** Our Kaiser Permanente emergency physicians remain available to your emergency physicians to discuss our Health Plan member's condition directly, 24 hours a day, 365 days a

year. During this call, we are often able to quickly provide the patient's pertinent medical history and relevant test results directly to your physicians. This enables them to rapidly provide focused care to the patient. At that time, we are able to authorize, if necessary, agreed-upon pre-admission post-stabilization care.- We encourage your call for patient-specific information at any point in the member's care, even before any post-stabilization care authorization may be required. 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 contracted facilities are always required to look only to Kaiser Permanente for payment other than cost-sharing and are prohibited from balance billing our Health Plan members for care which does not comply with the authorization/notification terms of their contract with Kaiser Permanente.

Contacting Us After Admission

If our member has been admitted to the hospital as part of the stabilizing process, the only accepted means for requesting authorization for post-stabilization care is by calling 1-800-225-8883. This number supersedes any previously published numbers.

Kaiser Permanente Outside Utilization Resource Services (OURS) department 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 continue to oversee the member's care telephonically. They will be available to review requests for authorization of specific services and/or make arrangements for care coordination as appropriate.

We greatly value the care you provide to our Health Plan members, and your cooperation in managing the care of our members who present to you for care on an emergent basis. Please feel free to contact our Provider Relations Consultants at (626) 405-3240, if you have any questions or would like additional information.

Sincerely,



Richard Snader
Regional Vice President, Network Development and Administration
Southern California and Hawaii Markets

cc: Provider File



KAISER PERMANENTE AUTHORIZATION FOR EMERGENCY SERVICES

Quick Reference Guide

If you need	You should call	Here's the phone number
Authorization before admitting a Kaiser Permanente member, or receiving a transferred member	Kaiser EPRP 24/7 Hotline	<u>1-800-447-3777</u>
Authorization after admitting a Kaiser Permanente member	Kaiser OURS 24/7	<u>1-800-225-8883</u>
Psychiatric Emergency	Kaiser EPRP 24/7 Hotline	<u>1-800-447-3777</u>