

Mental Health Minute

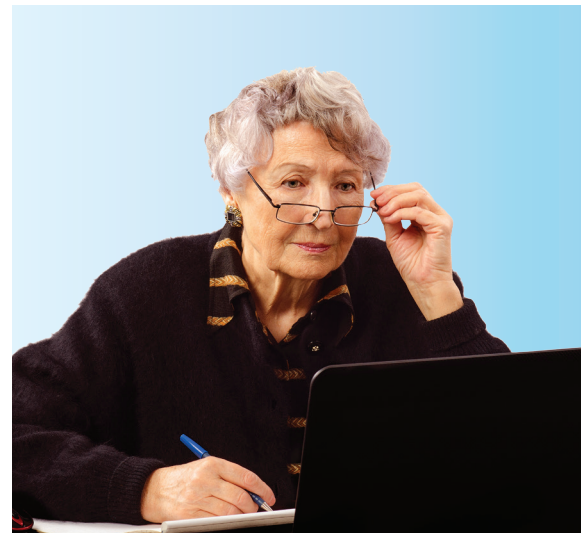
Precertification for Psychiatric Hospital Admissions

When admitting patients, it is important to differentiate between fee for service and Medicaid managed care eligibility in order to know where to go to request psychiatric hospital precertification. Given the changes within our behavioral health system, please remember that HMS/Permedion will only be doing precertification for Medicaid fee for service behavioral health recipients. If your patient is assigned to a managed care organization, please consult that specific managed care organization for their precertification requirements.

Tele-psychiatry: Pros & Cons

With an incredible shortage of psychiatrists, tele-psychiatry is becoming common. For the psychiatrist, there is zero commute time but with some barrier to develop rapport. Tele-psychiatry means an accessible way for

patients to set up a house call appointment for psychiatrist, case managers, etc. It also means the patient would need to have the right equipment to receive the call and benefit from such. Dr. Judith Box began her telecommuting practice when her husband's health began to fail and she needed to be close to home as much as possible. Dr. Box already had an existing client list and the transition for them was seamless. In most startup businesses, this practice would be more difficult and require good project management to ensure a better experience for patients and professionals. The setting and room set up for the professional and patient will directly impact the outcome. For example, the setting needs to be quiet and distraction free. Dr. Judith Box's experiences are in both of these setups for telecommuting and is familiar with ways to ensure success. Dr. Judith Box recommends having an uncluttered room with a Robin's egg blue background for a more tranquil feel while providing tele-psychiatry. Another recommendation is the ability to see the patient and any accompanying persons - head to toe or at least to the lap/hands. Likewise, the psychiatrist's picture needs to be at least head and shoulders, to the desk and the data entry computer. We realize this is a small glimpse into the world of tele-psychiatry. For further details or information, please contact HMS Medical Director – Judith Box, MD via email at judy43222@gmail.com.



Community Psychiatric Supportive Treatment (CPST)

Please note with the change in behavioral health services for 2018, there is now no annual limit on CPST, and therefore no prior authorization request is required. Outpatient providers will no longer need to complete or send prior authorization requests to HMS/Permedion for CPST. Requests for CPST hours used prior to January 1, 2018 will continue to be processed by HMS/Permedion. Providers should continue to send in any retro CPST PA request to HMS/Permedion via fax to 1.855.974.5394.



The On-Site Survey Experience

The Permedion On-Site experience occurs at least once every three years for every inpatient psychiatric provider. Permedion will send a request for inpatient medical records to each provider when the provider's time for review is coming up. We appreciate all providers who quickly respond and send in the medical records requested. Permedion will complete a review of all inpatient medical records received. Nurses, social workers, and physicians review all medical records for compliance with the Ohio Administrative code prior to the Permedion team going on-site.

Providers should have received a letter with the initial findings of this review prior to the arrival of the Permedion clinical staff for the on-site meeting. The on-site meeting experience is an opportunity for both the provider and Permedion team to learn more about the process, findings, provide education, and a forum to ask questions.

The onsite team consists of Theanne Murata, RN - Clinical Manager and Social Work Reviewer Robert Johnson, MSW, LISW-S. The team is also available for any training needs in a separate session that often dovetails with the On-Site experience.

Suggested or recommended provider staff attendance:

- Director of Nursing
- Physicians
- Social Services Director
- Social Workers
- Nurses
- Case Management
- Utilization Review Staff

Should your organization have any questions about this onsite review process, please contact Robert Johnson at 614.918.5104 or robert.johnson@hms.com

Has Your Permedion Clinical Contact Changed?

Keep in mind that provider contacts are the people your institution would want to receive on-site notices and medical records requests from Permedion. Please contact Robert Johnson at robert.johnson@hms.com or (614) 918-5104 if you have any updates.

Please note: Permedion clinical contact may be different from your MITS contact. Your MITS contact is entered into the MITS portal and is the address to whom all approval and denial letters are addressed.

Inpatient Case Denials

Inpatient providers should be aware that any precertifications for inpatient psychiatric stays, which were denied prior to January 1, 2018, would continue to be appealed through HMS/Permedion. This process has not changed with the new behavioral health redesign for patients on fee for service.