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| SUBJECT: Crisis Stabilization Continuing Stay Reviews | | Page 1 of 2 |
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I. RESPONSIBLE DEPARTMENTS

Utilization Management; New Passages Crisis Stabilization

II. PURPOSE

Genesee Health System (GHS) is responsible to authorize Crisis Stabilization services for Medicaid recipients and uninsured eligible individuals. Services are authorized based on medical necessity and service criteria outlined in the Medicaid Manual. This procedure will ensure the timely, efficient, appropriate processing and record storage of Crisis Stabilization Continuing Stay Reviews (CSR).

III. PROCEDURE

- A. Initial authorization for Crisis Stabilization will be for five days, or one day if request is made by Access and Access staff had completed a phone screen in lieu of a face-to-face screen (face-to-face Access screens will have a five-day authorization when medical necessity is met for Crisis Stabilization). The initial authorization is entered by Utilization Management (UM) when medical necessity is established through the pre-screen process.
- B. Submission of Continuing Stay Reviews (CSRs) for Crisis Stabilization services is the responsibility of New Passages Crisis Stabilization program staff. Reviews are to be requested through CHIP (the GHS electronic medical record) on the CSR form.
- C. CSRs are to be submitted no later than 12:00 p.m. on the last date authorized.
- D. UM will review the CSR and clinical information documented by Crisis Stabilization staff in CHIP. UM will authorize additional days based on medical necessity as outlined in the Medicaid Manual and Service Selection Guidelines.

Continuing authorization for services will include, at a minimum, consideration of the following: history of presenting problem; client treatment progress; functional impairments; risk factors/health and safety concerns; current medications; and treatment alternative recommendations/discharge plan.

When approving CSRs, UM may authorize up to a maximum of five days. New Passages Crisis Stabilization staff will be notified electronically through CHIP of the decision.

- E. If medical necessity is not met, UM will issue a notice to the consumer/guardian and mark the CSR as denied. New Passages Crisis Stabilization staff will be notified electronically through CHIP of the decision.
- F. When the consumer is discharged from Crisis Stabilization, New Passages will notify UM via completion of the CSR Discharge form in CHIP. The discharge form will contain the dates the consumer was seen; any follow-up appointments; and the program name, address, contact person, time, and date.

SUBJECT:

Crisis Stabilization Continuing Stay Review

IV. DEFINITIONS

Continuing Stay Review (CSR): A process of prior authorization based on UM review of medical necessity for ongoing services.

V. TRAINING AND DISSEMINATION

Utilization Management and New Passages staff have been trained in this procedure.