

## Updated Only for Logo and Branding

### Provider Notice

**To:** HealthChoices Inpatient Providers  
**From:** Donald W. Stiffler, M.S., Provider Relations Manager  
**Date:** November 6, 2008  
**Subject:** MH 08 000 Psychiatric Inpatient Admissions for Member on a Medical Floor

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This memo serves to provide clarification and as a reminder regarding pre-certification of Members for Inpatient Mental Health while Members are on medical floors. Transfers from Medical floors to Mental Health Inpatient Facilities should follow the same process as transfers from one Mental Health Inpatient Facility to another Mental Health Inpatient Facility. Specifically, the process is as follows:

- Medical floor staff or hospital social worker calls PerformCare for authorization.
- PerformCare Member Services collects and documents clinical information and forwards to Clinical Care Manager for review.
- PerformCare Member Services calls the medical floor staff or hospital social worker and provides the verbal authorization, if Medical Necessity Criteria is met.
- PerformCare Member Services will provide medical floor staff or hospital social worker with a list of eligible inpatient facilities.
- Medical floor staff or social worker conducts bed search and coordinates transport, including providing the clinical information needed to facilitate the transfer.

Adherence to the above process is necessary to ensure that Members are promptly admitted to an appropriate facility that can meet their needs. Please do not hesitate to contact your Provider Relations Representative with questions regarding this process.