

Provider Notice

To: All PerformCare Contracted ACT/CTT, Family Based, TCM and Crisis Providers
From: Dan Eisenhauer, Director of Operations
Date: December 14, 2022
Subject: MH 22 106 Care Coordination upon Discharge from Emergency Department

PerformCare identified ways we can better support members who are discharged from the Emergency Department (ED) and need behavioral health follow up. PerformCare is requesting that providers complete care coordination follow up for all members approved for Mental Health Inpatient Hospitalization or Substance Use Residential treatment who subsequently are stabilized and are then discharged from the ED without being admitted to those levels of care.

PerformCare is requesting that all ACT (Assertive Community Treatment)/CTT (Community Treatment Team), Family Based Mental Health Services (FBMHS), Targeted Case Management (TCM) and Crisis providers assure PerformCare members receive an appointment for a Mental Health (MH) or Substance Use (SU) service preferably within 7 days, but no later than 30 days from ED discharge. An appointment scheduled with currently authorized ACT/CTT, Family Based, or TCM once a member leaves the ED is an acceptable appointment to meet this expectation.

For any other case scenario where ACT/CTT, FBMHS or TCM are not involved with a member, PerformCare funded Crisis staff who are actively involved at the time of the member's discharge from the ED, will be expected to assist the member in scheduling a MH or SU appointment with a current provider or new service provider. The appointment should occur within 7 days, but no later than 30 days from ED discharge. The appointment(s) should be in collaboration with Member/Guardian and communicated to PerformCare and scheduled prior to the member being discharged from the ED whenever possible. PerformCare should be notified when an appointment is not able to be scheduled prior to discharge from ED for continued coordination of care. The provider's name, date and time of appointment should be given to PerformCare with notification when a Member has left the ED. ACT/CTT, TCM, or FBMHS should coordinate with Member/Guardian regarding any PCP follow up that may be needed for any physical health issues.

The following is a list of the most common types of follow up visits that would be acceptable:

- Outpatient Mental Health (MH) or Substance Use (SU) Therapy to include telehealth visit
- Intensive Outpatient Therapy for SU
- MH/SU Partial Hospitalization
- intake for Medication Management appointment
- Children's IBHS/FBMHS Level of Care/services

Prior Authorization Care Managers are available telephonically 24/7 to assist with care coordination for planned discharges from the ED. This expectation will take effect on **January 16, 2023**. If you have any questions, feel free to outreach to your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Missy Reisinger, Tuscarora Managed Care Alliance
PerformCare Account Executives