





Section: <b>Utilization Management</b>	Policy Name: <b>Continued Stay Review Denials</b>	Policy Number: <b>04.12</b>
Owner: <b>Director of Utilization Management</b>	Reviewed By: <b>Beth Guisinger, LPC, CAADC</b> <b>Bangalore Ramesh, MD</b>	Total Pages: <b>3</b>
Required By: <input type="checkbox"/> BBA <input type="checkbox"/> MDHHS <input type="checkbox"/> NCQA <input type="checkbox"/> Other (please specify): _____	Final Approval By:  Beth Guisinger (Nov 1, 2022 14:54 EDT)  B.K. Ramesh (Nov 3, 2022 09:23 PDT)	Date Approved:  <b>Nov 1, 2022</b>
Application: <input checked="" type="checkbox"/> SWMBH Staff/Ops <input type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH/IDD Providers <input type="checkbox"/> Other (please specify): _____	Line of Business: <input checked="" type="checkbox"/> Medicaid <input checked="" type="checkbox"/> Other (please specify): <input checked="" type="checkbox"/> Healthy Michigan                      _____ <input type="checkbox"/> SUD Block Grant <input type="checkbox"/> SUD Medicaid <input type="checkbox"/> MI Health Link	Effective Date:  <b>7/5/2022</b>

**Policy:** It is the policy of Southwest Michigan Behavioral Health (SWMBH) that inpatient psychiatric (IP) hospital, partial hospital programs (PHP), and crisis residential continued stay reviews (CSRs) will be completed by a licensed, appropriately credentialed Masters’ level mental health clinician, and all denial decisions will be made by SWMBH’s Medical Director, or another board-certified psychiatrist. The purpose of the IP Continued Stay Review Denial policy is to provide a consistent process that ensures persons serviced by SWMBH and its provider network receive medically necessary services at the most appropriate and cost-effective level of care.

**Purpose:** To establish the standards and guidelines that detail how SWMBH will comply with federal laws and MDHHS contract requirements pertaining to Utilization Management (UM) responsibilities, specifically IP hospital, PHP, and crisis residential CSR denials.

**Scope:** This policy will apply to SWMBH’s hospital Utilization Management (UM) reviewers who complete IP hospital, PHP, and crisis residential CSRs. Reviewers will utilize MCG medical necessity criteria to make determinations for continued authorization of treatment services.

**Responsibilities:** SWMBH will have appropriately licensed Masters’ mental health clinicians implement, supervise, and provide oversight for IP hospital, PHP, and crisis residential CSR denials.

**Definitions:** See definitions section of policy manual/folder.



## **Standards and Guidelines:**

- A. The PIHP is responsible for completing inpatient psychiatric hospital, PHP, and crisis residential continued stay reviews to determine medical necessity for ongoing authorization.
  1. Continued stay reviews will be completed by a licensed, appropriately credentialed clinician, and all denials decisions will be made by SWMBH's Medical Director, or another board-certified psychiatrist. Providers must submit clinical documentation for review by 5:00 p.m. on the first unauthorized hospital, PHP, or crisis residential day. If the first uncovered day falls on a weekend or holiday, then the review must be received by 5:00 p.m. the following business day.
  2. Any reviews that are not received by 5:00 p.m. on the day that they are due may result in an Administrative Denial.
  3. To demonstrate that MCG Medical Necessity Criteria is, or is not met for continued authorization, the responsible UM reviewer will consider all information, including documentation provided by the provider and consultation with the CMHSP as appropriate.
  4. In the event the customer is not determined to meet criteria for additional authorization of services, the provider will be notified that the SWMBH care manager assigned to the case is unable to authorize anything further, and the case will be presented to SWMBH's Medical Director or another psychiatrist for determination.
  5. The responsible hospital UM reviewer will contact SWMBH's Medical Director or psychiatrist for a case consultation by the end of the business day and will obtain a determination within 72 hours of the request.
  6. If the requested inpatient, PHP, or crisis residential services are denied by the consulting psychiatrist, the provider will be verbally notified immediately, and both the provider and the customer will be provided an Adverse Benefit Determination notice that includes appeal rights. The outcomes of an appeal will be tracked via PIHP/CMHSP procedure, depending on who is responsible for the CSR.

**Procedure:** Processing Continued Stay Review Denials

**References:** None

**Attachments:** None











# 04.12 Continued Stay Review Denials

Final Audit Report

2022-11-03

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