

Community Behavioral Health: Provider Notification

Change in Pre-certification Process and Use of Psychiatric Emergency Services (PES) Line

Attention: Crisis Response Centers (CRC) Directors

July 25, 2017

Beginning August 1, 2017, the CBH Psychiatric Emergency Services (PES) line will be answering calls in real time as they are received. Callers will no longer be required to leave a voice message with their contact information, unless all care managers are occupied due to a high volume of calls. In addition to conducting live pre-certifications, the PES line will also provide live information sharing to assist providers with conducting a more comprehensive assessment. As a result of this change, it will not be necessary to contact Member Services for treatment history when completing assessments for pre-certification. With this new approach, CBH hopes that our members experience an improved level of care assessment and a decrease in wait times for pre-certifications and admissions.

Providers are expected to call the PES line for information sharing *prior* to requesting a pre-certification. The following information can be requested and shared at that time:

- Treatment history
- Medications
- Past diagnosis
- Support systems
- Connection with specific team at CBH
- Psychosocial history
- Information about levels of care

Once the above information has been included in a complete assessment, providers should call the PES line to request pre-certification, and should be prepared to provide the following information:

- Presenting problem (if 302, name of petitioner)
- Precipitating event
- Mode of arrival to the CRC
- For minors: name of legal guardian, involvement with Philadelphia DHS, and ability for return to home
- County funding (with residency information when applicable)
- Mental Status Exam (must be completed by a psychiatrist if requesting mental health level of care)
- Risk Assessment

- If requesting substance use level of care, provide information according to Pennsylvania Client Placement Criteria (PCPC) or American Society of Addiction Medicine (ASAM), including patterns of use
- Medications
- Vitals (observed and reported withdrawal symptoms if applicable)
- Breathalyzer
- Urine drug screen (UDS)
- Human chorionic gonadotropin (HCG)
- Diagnosis
- Recommended level of care
- What alternative levels of care have been considered

Once the pre-certification is completed, services will be approved if medical necessity criteria (MNC) has been met. In some circumstances, care managers may ask additional questions pertaining to the presentation and may request consultation with a CBH physician when clinically indicated.

Please inform your staff about the change in the pre-certification process effective August 1, 2017. Questions regarding this change can be directed to Carlene Schaeffer at Carlene.Schaeffer@phila.gov or 215-413-7137.