

Non-Contracted Hospital Instruction

AUGUST 28, 2023

To: California Non-Contracted Hospitals
From: AltaMed Health Network, Inc. – Managed Care – Hospital Contracts
Department
Subject: Prior Authorization for Post-Stabilization Care

For medically necessary post-stabilization care provided after an emergency medical condition has been stabilized, hospitals that are non-contracted with AltaMed Health Network (AHN) are required to obtain prior authorization for services from AHN pursuant to California Health and Safety Code, §§ 1262.8 and 1371.4. The non-contracted hospital (hospital) may locate patient information in the AHN member's (member) health care service plan card and may contact AHN's Utilization Management Department 24 hours a day, 7 days a week for post-stabilization authorization at **(855) 848-5252** (note: notifications/requests for prior authorization must be initiated over the phone. Any supporting documentation may follow via fax thereafter).

To process the authorization, the hospital also needs to provide AHN with the member's diagnosis and any other relevant information reasonably necessary to either authorize the member's post-stabilization care or to assume management of the member's post-stabilization care by prompt transfer. Please send supporting documents (i.e., face sheets, medical records, MD orders) via fax at **(323) 720-5602**.

AHN shall notify the hospital within 30 minutes of receipt of the hospital's call whether post-stabilization care is authorized or for the transfer of the member's post-stabilization care. If AHN does not render a decision within 30 minutes of receipt of the hospital's call, or AHN does not respond to the hospital's call attempts, the authorization is deemed approved (note: the hospital is required only one call attempt, and the attempt may be, but is not required, from a physician and/or surgeon).

As a reminder:

- In accordance with All Plan Letter 22-008 issued by California's Department of Health Care Services regarding non-emergency medical transportation (NEMT), hospitals are not required to obtain prior authorization for the NEMT of a post-stabilized patient:
 - For whom AHN has assumed management of the post-stabilized care; and
 - Whose care is being transferred from an emergency room to an AHN contracted inpatient setting, or from acute care hospital immediately following

an inpatient stay at the acute level of care to an AHN contracted facility appropriate to the patient's medical care.

- Reimbursement to the hospital that contacts AHN for post-stabilization care shall occur if AHN –
 - Has authorized the post-stabilization care.
 - Does not respond to the hospital's call attempts or does not notify the hospital of the decision rendered within 30 minutes of receipt of the call from the hospital.
 - There is an unreasonable delay in the member's transfer, and the hospital determines that the member requires post-stabilization care.
 - Does not provide NEMT services within three (3) hours of the request for a post-stabilized patient's transfer from an acute care hospital immediately following an inpatient stay to an AHN contracted facility appropriate to the patient's medical care.
- If there is a disagreement between AHN and the hospital regarding the medical necessity of the post-stabilization care, except for the collection of applicable copayments, coinsurance, and deductibles, the hospital shall be in violation of CA HSC §1262.8 if the hospital bills the member for covered hospital, medical or surgical services.

Thank you.