

Kaiser Permanente Mid-Atlantic States Behavioral Health Level of Care Workflow for Hospitals

Kaiser Permanente appreciates our ongoing relationship in providing exceptional clinical care to our members. We firmly believe our partnership enables us to deliver high quality, cost-effective care which Kaiser Permanente members have come to expect. Please utilize this guide as a resource to assist you in planning safe, timely, and appropriate transitions of care for behavioral health (BH) in partnership with our Kaiser Permanente Physicians.

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Transferring from a Medical Facility to a Behavioral Health Facility:

1. The hospital staff faxes clinical to support a BH admission to 855-414-1703. **Please include the hospital contact and best phone number.** The UM Psychiatrist will review and the BH UM Supervisor or Manager will notify you of the decision. Hospital staff can contact BH UM at 301-552-1212.
2. Once the behavioral health admission authorization is approved, the hospital staff conducts a search for a bed, starting with Kaiser Permanente Premiere facilities followed by Kaiser Permanente contracted hospitals (see page 3 for hospital lists). If no beds are available, the patient may be admitted to any BH facility with an available bed.
3. Once the authorization has been obtained and the hospital bed has been secured, the hospital staff calls for the authorization per following process:

Monday - Friday 8:30am to 5pm	Call 301-552-1212 BH Utilization Management (UM) Department	Leave a message indicating a bed has been found. Include the patient's Kaiser Permanente number along with the caller's name and phone number.
Weekends and Holidays	Call 703-359-7460 Kaiser Permanente Page Operator	Ask for the BH Patient Care Coordinator (PCC). If the PCC is not available to take the call, leave the patient's Kaiser Permanente number along with the caller's phone number.

4. BH UM or the BH PCC calls the hospital staff back to obtain hospital information and provide the authorization.
5. The hospital staff arranges transportation to the BH facility (see page 4 for transportation providers).

Transferring from an Emergency Room to a Behavioral Health Facility:

1. Contact Emergency Care Management (ECM) at 800-810-4766 to notify that a patient needs a BH bed.
2. ECM will generate a referral and facilitate the authorization.

Inpatient Behavioral Health Concurrent Review and Discharge Planning:

1. The BH PCC will contact the hospital after admission to provide the last covered day/concurrent review date.
2. The hospitals fax the concurrent clinicals to 855-414-1703 as early as possible on the day of concurrent review. Additional days will not be authorized without concurrent clinicals.
3. The PCC notifies the hospital staff of the number of additional days authorized and the date of next review. In the case of a denial, the PCC will notify the hospital staff of the last covered day.
4. For members who are planned for discharge, the hospital notifies the PCC of the anticipated discharge date and the recommended discharge follow-up.
5. The PCC schedules post-hospital therapy appointments within 7 days of discharge.
6. The PCC schedules psychiatry follow-up for medication management.
7. The PCC enters and processes for review, requests for IOP (Intensive Outpatient), PHP (Partial Hospitalization), RTC (Residential Treatment Center), etc.
8. Discharge clinicals that include discharge medications, discharge diagnosis, treatment summary, recommendations, pertinent labs/medical concerns during the admission, should be faxed to 855-414-1703 as soon as possible after discharge.

Request for Member to Admit to Residential Treatment Centers, or for Follow up PHP/IOP:

1. The hospital staff notifies the BH PCC of the recommendation.
2. The hospital staff submits clinicals to BH UM via fax at 855-414-1703.
3. The PCC enters a referral and process for medical necessity review.
4. The PCC provides the determination verbally, and an approval or denial letter is generated. If approved, the PCC provides hospital staff with Kaiser Permanente contracted providers for the referral.

Denied Authorizations for Requests for Peer-to-Peer Review:

1. The hospital staff contacts the PCC to inform them of a request for an MD review to reconsider the denial.
2. PCC will ask hospital to submit by fax, additional information that was not previously submitted, to support the request to reconsider.
3. The hospital staff provides the PCC with the attending name and the best phone number for the Kaiser Permanente MD to call for peer-to-peer review.
4. The PCC contacts the Kaiser Permanente psychiatrist doing the peer-to-peer to notify them of the request and provide contact information to reach the attending physician.
5. The Kaiser Permanente MD calls the attending physician for review and notifies the attending physician and the Kaiser Permanente PCC of their decision.
6. If the denial is upheld, the appeals process in the denial letter can be followed for formal appeal.

Kaiser Permanente Behavioral Health Hospitals - Premiere

Hospital	Phone Number	Accepts Involuntary	Geriatric Unit	Adult	Adolescent	Children
Virginia Hospital Center	703-558-5000					
Dominion Hospital	703-536-2000					
Children's National Medical Center	888-834-2347					
Washington Hospital Center	202-877-7000					
Shady Grove Adventist BH	301-251-4500					
Franklin Square Hospital Center	443-777-7000					
Sheppard Pratt	410-938-3000					

Kaiser Permanente Behavioral Health Hospitals - Contracted

Hospital	Phone Number	Accepts Involuntary	Geriatric Unit	Adult	Adolescent	Children
Baltimore Washington Medical Center	410-787-6776	X		X		
Johns Hopkins Hospital	800-765-5447	X	X	X	X	X
Holy Cross Germantown	301-557-6860			X		
INOVA Fairfax Hospital		X		X		
INOVA Mount Vernon Hospital		X		X		
Montgomery General (Medstar Montgomery Medical Ctr)	301-774-8800			X	X	
Northspring Behavioral Health (Free-standing BH Hospital)	703-554-6300	X			X	
Prince William Hospital (Novant Health)	703-369-8464			X	X	
Sheppard Pratt (Free-standing BH Hospital)	800-627-0330	X	X	X	X	X
Southern Maryland Hospital	301-877-5615	X		X		
Spotsylvania Regional Medical Ctr	540-498-4000	X	X	X		
University of MD – Capital Region						
University of MD – St. Joseph's	410-337-1000			X		

Kaiser Permanente Transportation Providers

Vendor Name	Phone Number	State	Transport Types	County Coverage
Butler	410-602-4007	DC/MD	BLS, ALS, Critical Care Ambulance	District of Columbia, Montgomery, Frederick, Carroll, Howard, Washington, Allegany and Garrett
AAA	301-952-1193	MD	BLS, ALS, Critical Care Ambulance	Anne Arundel, PG, St. Mary's, Charles, Eastern shores of MD Counties
Procare	410-823-0030	MD	BLS, ALS, Critical Care Ambulance	Baltimore County, Baltimore City, Harford and Cecil
Lifecare	540-752-5883	VA	BLS, ALS, Critical Care Ambulance	All of Virginia

Behavioral Health Utilization Management – Contact Information

- Department Phone – 301-552-1212
- Department Fax – 855-414-1703
- Department Manager – Linda Bloch, LCSW-C, RN – 240-316-5539
- Department Supervisor – Trish Schroeder, RN – 410-816-4553

Patient Care Coordinators (PCC's) – Please only call the PCC managing your patient

- Bimbola Okonkwo, RN – 202-308-2322
- Adaku Obenwa, RN – 202-744-6085
- Patty Canavan, RN – 202-763-8622
- Nadia Akinbowale, RN – 703-328-4956
- Teleola Akanbi, RN – 202-430-3680
- Monique Burgess, RN – 202-672-3078
- Myasia Reliford, RN – 240-890-3256
- Patrice Buwe, RN – 703-297-7697
- Irene Enecio, RN PRN – 227-252-1608
- TaKisha Terrell, RN PRN – 301-233-4346



To access our full provider manuals, go to:

<https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/community-providers/provider-info#provider-manuals>