



**JEFFERSON  
BEHAVIORAL  
HEALTH**

Managed Mental Health Care Organization for Coos, Curry, Douglas, Jackson, Josephine, and Klamath Counties  
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## **PART I: POLICY**

### **24-Hour Urgent and Emergency Response**

<b>Policy Number:</b>	<b>Effective Date:</b> June 26, 2006	<b>Supersedes:</b> None
<b>Approved by:</b>		<b>Date:</b>

#### **I. POLICY DESCRIPTION**

The purpose of this policy is to establish a consistent manner in which Participating Providers ensure that Members have access to urgent and emergency mental health services 24-hours a day, 7-days a week.

#### **II. APPLICABILITY**

For the purposes of this policy, the term Jefferson Behavioral Health (JBH) includes the Jefferson Behavioral Health staff and its authorized representatives. JBH shall follow this policy as it applies to the OHP mental health services governed by the Mental Health Organization Agreement between the State of Oregon and JBH. Participating Providers shall follow this policy to the extent that it applies to the mental health services that they provide to JBH Members. The responsibilities outlined in this policy shall also include, but not be limited to, the Local Mental Health Authorities (LMHA) in the JBH service area, and any agency delegated with the responsibility for managing non-inpatient mental health services for JBH members in the LMHA's county.



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## PART II: PROCEDURES

### 24-Hour Urgent and Emergency Response

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#### I. DEFINITIONS

The following key terms relate to and/or support this procedure:

1. **24-Hour Urgent and Emergency Services:** Services available 24 hours per day for person experiencing an acute mental or emotional disturbance potentially endangering their health or safety or that of others, but not necessarily creating a sufficient cause for civil commitment, as set forth in OAR 309-033-0200 through 309-033-0340.
2. **Emergency:** An emergency is defined in OAR 309-016-0005 (26) as: "the sudden onset of acute psychiatric symptoms requiring attention within 24 hours to prevent a serious deterioration in the client's mental status."
3. **Member:** An individual found eligible by a program of the Oregon Department of Human Services (DHS) to receive health care services under the Oregon Health Plan (OHP) Medicaid Demonstration Project or State Children's Health Insurance Program (SCHIP) and who, for purposes of this policy, is assigned to JBH for mental health services.
4. **Post-Stabilization Services:** Covered Services related to an Emergency Situation that are provided after an Member is stabilized in order to maintain the stabilized condition, or to improve or resolve the Member's condition

## **II. PROCEDURE**

### **1. Delegated Responsibility**

Participating Providers are delegated with the responsibility for ensuring that an emergency response system is available and accessible to Members in their respective service areas.

### **2. Emergency Response System**

An Emergency Response System shall provide an immediate, initial and/or limited duration response consisting of:

- a. A telephone or face-to-face screening to determine the nature of the situation and the person's immediate need for Covered Services;
- b. Capacity to conduct the elements of a mental health Assessment that are needed to determine the interventions necessary to begin stabilizing the crisis situation; development of a written initial Services plan at the conclusion of the mental health Assessment;
- c. Provision of Covered Services and/or Outreach needed to address the Urgent or Emergency Situation; and
- d. Linkage with the public sector crisis services.

### **3. Covered Mental Health Emergency Services**

- a. JBH shall provide covered mental health Emergency Services that are needed immediately, or appear to be needed immediately by a Member, because of a sudden mental health condition.
- b. JBH is responsible for coverage and payment for mental health Emergency Services and Post-Stabilization Services which are medically Appropriate, until the emergency is stabilized, including those of non-participating mental health practitioners or licensed facilities.
- c. JBH may not deny payment for covered mental health Emergency Services or Post-Stabilization Services obtained under either of the following circumstances:
  - (a) An OHP Member had an Emergency Situation, including cases in which a Member, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate

medical attention to result in placing the health of the individual in serious jeopardy, serious impairment or dysfunction of any bodily part or organ.

(b) When a representative of the JBH, or its Providers, instructs the OHP Member to seek Emergency Services.

d. JBH may not limit what constitutes an Emergency Situation on the basis of lists of diagnoses or symptoms.

e. JBH may not refuse to cover Emergency Services based on Provider's failure to notify JBH within 10 calendar days of the OHP Member's presentation for Emergency Services.

f. An OHP Member who presents for Emergency Services may not be held liable for payment of subsequent Services needed to diagnose the specific condition or stabilize the OHP Member.

g. The attending physician, or the Provider actually treating the OHP Member, is responsible for determining when the OHP Member is sufficiently stabilized for transfer or discharge, and that determination is binding on JBH.

#### 4. **Post Stabilization Services**

JBH is financially responsible for Post-Stabilization Services under the following circumstances:

(a) Post-Stabilization Services have been authorized by JBH, or JBH's delegated entity;

(b) Post-Stabilization Services were provided to maintain the OHP Member's stabilized condition within 1 hour of a request to JBH, or JBH's delegated entity for pre-approval of further Post-Stabilization Services;

(c) Post-Stabilization Services were provided to maintain, improve, or resolve the OHP Member's stabilized condition if Provider does not receive a response to a request for pre-approval within 1 hour; JBH, or JBH's delegated entity cannot be contacted; or an agreement cannot be reached between JBH's delegated entity and Provider and JBH is not available for consultation. In this situation, the treating Provider may continue Services to the OHP Member until JBH can be reached.

- b. JBH is financially responsible for Post-Stabilization Services that have not been pre-approved when:
  - (a) JBH's Participating Provider with privileges at the treating hospital assumes responsibility for the OHP Member's care;
  - (b) JBH's Participating Provider assumes responsibility for OHP Member's care through transfer;
  - (c) JBH's delegated entity and Provider reach an agreement concerning the OHP Member's care; or
  - (d) The OHP Member is discharged.
- c. JBH shall ensure that each Participating Provider maintains and operates an Urgent and Emergency Response System that operates 24 hours a day, 7 days a week, consistent with OAR 410-141-0140, Oregon Health Plan Prepaid Health Plan Emergency and Urgent Care Medical Services.