



Provider Alert

Platinum Facility Outreach & Case Consult

October 2019

Effective October 28, 2019, Platinum programs will be contacted for consultation when members meet specific risk factors.

Summary of Change

Currently, for members admitted to a Platinum program, facilities typically provide notification of admission and discharge only except in cases for which care extends beyond the Platinum Length of Stay (LOS) outlier threshold.

We have identified an opportunity for improvement in services for members with higher acuity or complexity. Consultation and collaboration with Platinum programs in these cases may address the needs of members who have high risk indicators such as involuntary admission to acute care.

Timing of Consults

Optum Care Advocates will contact Platinum programs for consultation at the time that a concurrent review would otherwise be required. The timeframe for consults will typically occur at day 4.

What to Expect

A consult may include a review of current clinical status but would be aimed at identifying key factors that may contribute to more effective person-centered treatment and discharge planning.

A consultation is typically brief and focused on the minimal information-sharing necessary to effectively develop a person-centered care plan that mitigates the individual member's identified risks at the time of their discharge and promotes maintenance of gains over time when they return to their community.

Participation

We will make every effort to consult with our Platinum programs during the member's hospitalization in order to meet the goals of improving person-centered planning and expect Platinum programs to do the same in accordance with your Agreement. As a reminder, we reserve the right to require a direct conversation with the attending psychiatrist before authorizing benefits for admission or continued stay. We look forward to working with you to enhance the member's experience of person-centered treatment and discharge planning.