



## Provider communication

*General information and system updates*

October 16, 2023

### **Behavioral Health Inpatient Care Coordination**

**Applicable to: Mercy Care Complete Care, Mercy Care ACC-RBHA, Mercy Care Long Term Care  
Mercy Care DD and Mercy Care DCS CHP**

Based on recent audit results we would like to reiterate the process requirements needed in regard to Behavioral Health Inpatient Care Coordination. Upon admission into an inpatient level of care, the inpatient behavioral health provider must document coordination of care to include the following:

- Notification to the member's behavioral health outpatient provider of admit, no later than 24 business hours after admission. Coordination to include a telephonic discussion between the attending psychiatrist/physician and the outpatient team within the first 24 business hours of admission.
- Coordination with the member's known PCP during the inpatient stay.
- Verification of medication list and dosages prescribed by outpatient behavioral health provider and/or PCP.
- Ongoing coordination with behavioral health outpatient provider throughout inpatient stay. Coordination to include treatment planning, discharge planning and ensuring a follow up appointment after discharge is scheduled within 7 days of discharge.
- Involve the member/parent/guardian in treatment and discharge planning.
- Treatment plans are completed at the time of admission and documented in the record within 48 hours. Treatment plans at minimum need to contain the following:
  - Member's presenting issue
  - Behavioral and physical health services to be provided
  - Documented efforts to engage the member in treatment planning
  - Member/parent/guardian signature and date signed. If a member is COE, documentation needs to show an attempt to gain a signature and if refused.
  - The signature of the personnel member who developed the treatment plan and date signed.
  - Date the plan will be reviewed
  - If a discharge date has been determined, treatment needed after discharge

For more information regarding this, our Provider Manual was updated in August 2023 and a Provider Notice was sent regarding updates to the Provider Manual on August 4, 2023. Please refer to our [Provider Manual](#) web page and click on **Chapter 100 Mercy Care Provider Manual - General Terms, Section 4.19 - Members Medical Records**. Please note the section highlighted in yellow regarding Behavioral Health inpatient Care Coordination where the above criteria is outlined. As a reminder, Mercy Care conducts periodic audits regarding Behavioral Health Inpatient Care Coordination to assure these requirements are being met. We wanted to make sure our provider network was aware of these requirements.

As always, don't hesitate to contact your Mercy Care [Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for your attention to this important matter.

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