



## **CalOptima Health One Care (HMO D-SNP), a Medicare Medi-Cal Plan, Program Quick Guide to Psychiatric Inpatient and Concurrent Review**

1. Facilities must fax the hospital's face sheet to the Behavioral Health Utilization Management (BH UM) team at **714-954-2387** within 24 hours of admission. The BH UM team will fax the admitting facility an acknowledgment that the member has been admitted within 24 hours of receiving the fax sheet.
2. Each member will be assigned to a BH UM medical case manager to review the request for authorization per medical necessity criteria.
3. The BH UM medical case manager may request additional information for clinical review throughout the duration of the member's stay.
4. The facility is responsible for discharge planning, including scheduling a follow-up visit after a hospitalization.
5. The facility will notify the BH UM medical case manager of members' discharge dates and discharge summaries to assist with the coordination of care.
6. A BH personal care coordinator will contact members within 48 hours of discharge to assist with access to follow-up care.
7. If additional BH assistance is needed related to a member's stay, facilities can contact the assigned BH UM medical case manager during normal business hours, Monday–Friday, 8 a.m. to 5 p.m.
8. If any other general CalOptima Health assistance is required, facilities can contact the main Customer Service line at **877-412-2734 (TTY 711)**.