



Provider Alert

Massachusetts Commercial Business Emergency Department Boarding Prevention Special Services Facility Authorization Process *Effective January 1, 2020*

What is new?

As of January 1, 2020, the updated Massachusetts [Bulletin 2019-08](#) requires carriers to arrange payments for all medically necessary care for patients currently in a hospital ED requiring placement in an inpatient psychiatric facility, including such care as may be required to enable the facility to accept a patient with specialty needs. Carriers will provide written documentation of all specialty-need approvals and clear instructions for the ways that facilities may submit billing for these approved specialty services.

Who does this apply to?

- Massachusetts psychiatric facilities seeking to admit a member with specialty needs currently in a hospital ED awaiting admission to an inpatient facility and the facility is unable to admit the member without the additional specialty service resources.

What do I need to know?

- Facilities should contact the member's Behavioral Health insurance company as outlined in the Massachusetts Bulletin 2019-08. Alert the Care Advocate that Special Services are required.
- The Care Advocate will engage the Single Case Agreement process to contract for payment of the special service need and provide an Authorization number to ensure efficient claims payment.
- Submit claims for the special services using the revenue code and rate discussed with the Accommodations team.

Need additional assistance?

- For Benefit or Clinical questions, please call the phone number on the back of the member's insurance card.