



Hospital-Based Inpatient Detoxification Provider Guide

April 1, 2016

Washington State
Health Care Authority

About this guide*

This publication takes effect April 1, 2016, and supersedes earlier guides to this program.

Washington Apple Health means the public health insurance programs for eligible Washington residents. Washington Apple Health is the name used in Washington State for Medicaid, the children's health insurance program (CHIP), and state-only funded health care programs. Washington Apple Health is administered by the Washington State Health Care Authority.

What has changed?

| Subject | Change | Reason for Change |
|--|--|------------------------|
| <u>Important Changes to Apple Health Effective April 1, 2016</u> | <p>Effective April 1, 2016, important changes are taking place that all providers need to know. Information has been added regarding a new policy for early enrollment into managed care, the implementation of fully integrated managed care in the SW WA region, Apple Health Core Connections for foster children, Behavioral Health Organizations (formerly RSNs), and contact information for Southwest Washington.</p> | <p>Program changes</p> |

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* This publication is a billing instruction.

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Important Changes to Apple Health Effective April 1, 2016

**These changes are important to all providers
because they may affect who will pay for services.**

Providers serving any Apple Health client should always check eligibility and confirm plan enrollment by asking to see the client's Services Card and/or using the ProviderOne Managed Care Benefit Information Inquiry functionality (HIPAA transaction 270). The response (HIPAA transaction 271) will provide the current managed care organization (MCO), fee-for-service, and Behavioral Health Organization (BHO) information. A Provider FAQ is available on the [Washington Apple Health \(Medicaid\) providers webpage](#).

New MCO enrollment policy – earlier enrollment

Beginning April 1, 2016, Washington Apple Health (Medicaid) implemented a new managed care enrollment policy placing clients into an agency-contracted MCO **the same month** they are determined eligible for managed care as a new or renewing client. This policy eliminates a person being placed temporarily in fee-for-service while they are waiting to be enrolled in an MCO or reconnected with a prior MCO.

- **New clients** are those initially applying for benefits or those with changes in their existing eligibility program that consequently make them eligible for Apple Health Managed Care.
- **Renewing clients** are those who have been enrolled with an MCO but have had a break in enrollment and have subsequently renewed their eligibility.

Clients currently in fee-for-service or currently enrolled in an MCO are not affected by this change. Clients in fee-for-service who have a change in the program they are eligible for may be enrolled into Apple Health Managed Care depending on the program. In those cases, this enrollment policy will apply.

How does this policy affect providers?

- Providers must check eligibility and know when a client is enrolled and with which MCO. For help with enrolling, clients can refer to the Washington Healthplanfinder's [Get Help Enrolling](#) page.
- MCOs have retroactive authorization and notification policies in place. The provider must know the MCO's requirements and be compliant with the MCO's new policies.

Behavioral Health Organization (BHO)

The Department of Social and Health Services (DSHS) manages the contracts for behavioral health (mental health and substance use disorder (SUD)) services for nine of the Regional Service Areas (RSA) in the state, excluding Clark and Skamania counties in the Southwest Washington (SW WA) Region. BHOs will replace the Regional Support Networks (RSNs). Inpatient mental health services continue to be provided as described in the inpatient section of the [Mental Health Provider](#) guide. BHOs use the [Access to Care Standards \(ACS\)](#) for mental health conditions and [American Society of Addiction Medicine \(ASAM\)](#) criteria for SUD conditions to determine client's appropriateness for this level of care.

Fully Integrated Managed Care (FIMC)

Clark and Skamania Counties, also known as SW WA region, is the first region in Washington State to implement the FIMC system. This means that physical health services, all levels of mental health services, and drug and alcohol treatment are coordinated through one managed care plan. Neither the RSN nor the BHO will provide behavioral health services in these counties.

Clients must choose to enroll in either Community Health Plan of Washington (CHPW) or Molina Healthcare of Washington (MHW). If they do not choose, they are auto-enrolled into one of the two plans. Each plan is responsible for providing integrated services that include inpatient and outpatient behavioral health services, including all SUD services, inpatient mental health and all levels of outpatient mental health services, as well as providing its own provider credentialing, prior authorization requirements and billing requirements.

Beacon Health Options provides mental health crisis services to the entire population in Southwest Washington. This includes inpatient mental health services that fall under the Involuntary Treatment Act for individuals who are not eligible for or enrolled in Medicaid, and short-term substance use disorder (SUD) crisis services in the SW WA region. Within their available funding, Beacon has the discretion to provide outpatient or voluntary inpatient mental health services for individuals who are not eligible for Medicaid. Beacon Health Options is also

responsible for managing voluntary psychiatric inpatient hospital admissions for non-Medicaid clients.

In the SW WA region some clients are not enrolled in CHPW or Molina for FIMC, but will remain in Apple Health fee-for-service managed by the agency. These clients include:

- Dual eligible – Medicare/Medicaid
- American Indian/Alaska Native (AI/AN)
- Medically needy
- Clients who have met their spenddown
- Noncitizen pregnant women
- Individuals in Institutions for Mental Diseases (IMD)
- Long-term care residents who are currently in fee-for-service
- Clients who have coverage with another carrier

Since there is no BHO (RSN) in these counties, Medicaid fee-for-service clients receive complex behavioral health services through the Behavioral Health Services Only (BHSO) program managed by MHW and CHPW in SW WA region. These clients choose from CHPW or MHW for behavioral health services offered with the BHSO or will be auto-enrolled into one of the two plans. A [BHSO fact sheet](#) is available online.

Apple Health Core Connections (AHCC)

Coordinated Care of Washington (CCW) will provide all physical health care (medical) benefits, lower-intensity outpatient mental health benefits, and care coordination for all Washington State foster care enrollees. These clients include:

- Children and youth under the age of 21 who are in foster care
- Children and youth under the age of 21 who are receiving adoption support
- Young adults age 18 to 26 years old who age out of foster care on or after their 18th birthday

American Indian/Alaska Native (AI/AN) children will not be auto-enrolled, but may opt into CCW. All other eligible clients will be auto-enrolled.

AHCC complex mental health and substance use disorder services

AHCC clients who live in Skamania or Clark County receive complex behavioral health benefits through the Behavioral Health Services Only (BHSO) program in the SW WA region. These clients will choose between CHPW or MHW for behavioral health services, or they will be auto-

enrolled into one of the two plans. CHPW and MHW will use the BHO Access to Care Standards to support determining appropriate level of care, and whether the services should be provided by the BHSO program or CCW.

AHCC clients who live outside Skamania or Clark County will receive complex mental health and substance use disorder services from the BHO and managed by DSHS.

Contact Information for Southwest Washington

Beginning on April 1, 2016, there will not be an RSN/BHO in Clark and Skamania counties. Providers and clients must call the agency-contracted MCO for questions, or call Beacon Health Options for questions related to an individual who is not eligible for or enrolled in Medicaid.

If a provider does not know which MCO a client is enrolled in, this information can be located by looking up the patient assignment in ProviderOne.

To contact Molina, Community Health Plan of Washington, or Beacon Health Options, please call:

| | |
|---|---|
|  MOLINA HEALTHCARE | Molina Healthcare of Washington, Inc. 1-800-869-7165 |
|---|---|

| | |
|---|---|
|  COMMUNITY HEALTH PLAN of Washington | Community Health Plan of Washington 1-866-418-1009 |
|---|---|

| | |
|------------------------------|---|
| Beacon Health Options | Beacon Health Options 1-855-228-6502 |
|------------------------------|---|

Resources Available

Note: This section contains important contact information relevant to the Hospital-Based Inpatient Detoxification program. For more contact information, see the agency's [Billers and Providers](#) web page.

| Topic | Contact Information |
|--|---|
| Becoming a provider or submitting a change of address or ownership | See the agency's Billers and Providers web page |
| Finding out about payments, denials, claims processing, or agency managed care organizations | |
| Electronic or paper billing | |
| Finding agency documents (e.g., billing instructions, fee schedules) | |
| Private insurance or third-party liability, other than agency managed care | |
| Contacting DBHR or submitting claims for Involuntary Treatment Act (ITA) extended detoxification | Division of Behavioral Health and Recovery PO Box 45330 Olympia, WA 98504 1-877-301-4557 |

Definitions

This section defines terms and abbreviations, including acronyms, used in this billing guide. Refer to [Chapter 182-500 WAC](#) for a complete list of definitions for Washington Apple Health.

Chemical Dependency - An alcohol or drug addiction, or dependence on alcohol and one or more other psychoactive chemicals.

Detoxification - Care and treatment in a residential or hospital setting of persons intoxicated or incapacitated by alcohol or other drugs during the period in which the person is recovering from the transitory effects of intoxication or withdrawal. Acute detoxification provides medical care and physician supervision; subacute detoxification is non-medical.

Free-Standing Detox Center - A facility that is not attached to a hospital and in which care and treatment is provided to persons who are recovering from the transitory effects of acute or chronic intoxication or withdrawal from alcohol or other drugs.

Intensive Inpatient Treatment- Nonhospital, DBHR-certified facilities for sub-acute, or detoxified clients, or both, focused on primary chemical dependency services in residential or outpatient settings.

Maximum Allowable - The maximum dollar amount that a provider may be reimbursed by the agency for specific services, supplies, or equipment.

Rehabilitation Services - Hospital-based intensive inpatient substance abuse treatment, medical care, and assessment and linkages.

Usual and Customary Fee - The rate that may be billed to the agency for certain

services or equipment. This rate may not exceed the following:

- The usual and customary charge that a provider bills the general public for the same services
- If the general public is not served, the rate normally offered to other contractors for the same services

About the Program

What is the purpose of the Hospital-Based Inpatient Detoxification program?

The Hospital-Based Inpatient Detoxification program provides services to clients receiving hospital-based alcohol, or drug detoxification services, or both, in counties where no free-standing detoxification centers are available.

Note: If a provider's facility is certified to treat pregnant women under a chemically using pregnant (CUP) women agreement, the provider must use the agency's [Chemically Using Pregnant \(CUP\) Women](#) billing guide.

Client Eligibility

How can I verify a client's eligibility?

WAC [182-508-0005](#)

Providers must verify that a client has Washington Apple Health coverage for the date of service, and that the client's benefit package covers the applicable service. This helps prevent delivering a service the agency will not pay for.

Verifying eligibility is a two-step process:

Step 1. Verify the client's eligibility for Washington Apple Health. For detailed instructions on verifying a client's eligibility for Washington Apple Health, see the *Client Eligibility, Benefit Packages, and Coverage Limits* section in the agency's current [ProviderOne Billing and Resource Guide](#).

If the client is eligible for Washington Apple Health, proceed to **Step 2**. If the client is **not** eligible, see the note box below

Step 2. Verify service coverage under the Washington Apple Health client's benefit package. To determine if the requested service is a covered benefit under the Washington Apple Health client's benefit package, see the agency's [Health Care Coverage—Program Benefit Packages and Scope of Service Categories](#) web page.

Note: A person who wishes to apply for Washington Apple Health can do so in one of the following ways:

1. By visiting the Washington Healthplanfinder's website at: www.wahealthplanfinder.org.
2. By calling the Customer Support Center toll-free at: 855-WAFINDER (855-923-4633) or 855-627-9604 (TTY).
3. By mailing the application to:
Washington Healthplanfinder
PO Box 946
Olympia, WA 98507

In-person application assistance is also available. To get information about in-person application assistance available in their area, a person may visit www.wahealthplanfinder.org or call the Customer Support Center.

Are clients enrolled in an agency managed care plan eligible?

WAC [182-538-060](#) and [095](#), or WAC [182-538-063](#) for MCS clients

Yes. Providers can use ProviderOne to easily check if the client is enrolled in a managed care plan. Managed care enrollment will be displayed on the Client Benefit Inquiry Screen. All services must be requested directly through the client's Primary Care Provider (PCP). Clients can contact their managed care plan by calling the telephone number provided to them.

All medical services covered under a managed care plan must be obtained by the client through designated facilities or providers. The managed care plan is responsible for the following:

- Payment of covered services
- Payment of services referred by a provider participating with the plan to an outside provider

Note: To prevent billing denials, please check the client's eligibility **before** scheduling services and at the **time of the service** to make sure proper authorization or referral is obtained from the plan. See the agency's [ProviderOne Billing and Resource Guide](#) for instructions on how to verify a client's eligibility.

Coverage

What services does the agency cover?

The agency covers the following hospital-based inpatient detoxification services only when performed in participating, agency-enrolled hospitals:

- Alcohol detoxification
- Drug detoxification
- Alcohol and drug detoxification for clients detained or involuntarily committed

Alcohol and drug detoxification

When billing, providers must use one or more of the diagnosis codes that most closely describes the diagnosis. Providers are required to use the code of *highest specificity* (five digit codes) from ICD *whenever possible and applicable*.

| Service | ICD Diagnosis Codes | Policy |
|------------------------|--|------------------------------|
| Alcohol detoxification | See the agency's Program Policy Approved Diagnosis Codes for Hospital-Based Inpatient Detoxification | Covered for up to three days |
| Drug detoxification | | Covered for up to five days |

Note: Submit claims for alcohol or drug detoxification to the agency (see [Resources Available](#)). When submitting claims, follow the billing instructions found in the [Billing](#) section.

Alcohol and drug detoxification for clients detained or involuntarily committed

| Service | ICD Diagnosis Codes | Policy |
|---|---|---|
| Protective custody, or detention, or both, of persons incapacitated by alcohol or other drugs | Same codes found in Alcohol and Drug Detoxification | <p>RCW 70.96A.120 provides for the protective custody and emergency detention of persons who are found to be incapacitated or gravely disabled by alcohol or other drugs in a public place.</p> <p>Follow the guidelines in Alcohol and Drug Detoxification when providing services to clients who are both of the following:</p> <ul style="list-style-type: none"> • Detained under the protective custody provisions of RCW 70.96A.120; and • Not being judicially committed to further care. |
| Involuntary commitment for chemical dependency | Same codes found in Alcohol and Drug Detoxification | <p>RCW 70.96A.140 provides for the involuntary commitment (ITA) of persons incapacitated by chemical dependency.</p> <p>When a Petition for Commitment to Chemical Dependency Treatment is filed or a Temporary Order for Treatment is invoked on a client under care in a hospital, there may be a need to hold the client beyond the three- to five-day limitations described in Alcohol and Drug Detoxification.</p> <p>In these situations, the three-day and five-day limitations may be extended up to an additional six days. In this event, DBHR will pay for the following:</p> <ul style="list-style-type: none"> • Up to a maximum of nine days for Alcohol ITA Extended Detoxification • Eleven days for Drug ITA Extended Detoxification |

Note: Submit claims for alcohol or drug detoxification to the agency (see [Resources Available](#)). When submitting claims, follow the billing instructions found in the [Billing](#) section.

Authorization

See the agency's [ProviderOne Billing and Resource Guide](#) for more information about requesting authorization.

Payment

For which services does the agency pay?

WAC [182-550-2650](#) (5)

The agency pays for services only when they meet all of the following conditions. The services must be:

- Provided to eligible persons (see [Client Eligibility](#)).
- Directly related to detoxification.
- Performed by a certified detoxification center or by a general hospital that has a contract with the agency to provide detoxification services.

The agency limits payment for detoxification services to one of the following:

- Three days for an acute alcoholic condition
- Five days for acute drug addiction

The agency pays for detoxification services only when notified *within ten days of the date* detoxification began and all eligibility factors are met.

Payment for hospital-based inpatient detoxification services is based on the following:

| | |
|------------|---|
| Hospitals | Per diem. View current per diem rates at Inpatient Hospital Rates |
| Physicians | Physician-Related Services Fee Schedule |

Billing

What are the general billing requirements?

Providers must follow the agency [ProviderOne Billing and Resource Guide](#). These billing requirements include:

- What time limits exist for submitting and resubmitting claims and adjustments
- When providers may bill a client
- How to bill for services provided to primary care case management (PCCM) clients
- How to bill for clients eligible for both Medicare and Medicaid
- How to handle third-party liability claims
- What standards to use for record keeping

How do hospitals bill?

When billing for detoxification services, use the following revenue codes **only**:

| Revenue Code | Description |
|--------------|---|
| 126 | Room & Board – Semi-Private (Two Beds) Detoxification |
| 136 | Room & Board – Semi-Private (Three and Four Beds) Detoxification |
| 156 | Room & Board – Ward Detoxification |
| 250 | Pharmacy |
| 260 | IV Therapy |
| 270 | Medical/Surgical Supplies & Devices |
| 300 | Laboratory |
| 320 | Radiology – Diagnostic |
| 450 | Emergency Room |
| 730 | EKG/ECG (Electrocardiogram) |
| 740 | EEG (Electroencephalogram) |

How do physicians bill?

Physicians wishing to bill for detoxification services provided to the agency clients must follow the instructions found in the agency's [Physician-Related Services Provider Guide](#).

How do I bill for services provided to clients with an involuntary commitment for chemical dependency (ITA)?

To receive payment, submit both of the following forms in addition to the completed UB-04 claim form:

- A DSHS [13-628](#) billing form with a statement on the form that the services are “ITA Extended Detoxification”
- A copy of the **cover page** from the client's Temporary Order for Treatment or Petition for Commitment to Chemical Dependency Treatment

How do I complete the CMS-1500 claim form?

Note: Refer to the agency’s [ProviderOne Billing and Resource Guide](#) for general instructions on completing the CMS-1500 Claim Form.

The following CMS-1500 Claim Form instructions relate to hospital-based inpatient detoxification:

| Field No. | Name | Entry |
|-----------|------------------|-------------|
| 24B | Place of Service | Enter “21”. |

How do I complete the UB-04 claim form?

Detailed instructions on how to complete and bill according to the official UB-04 Data Specifications Manual is available from the [National Uniform Billing Committee](#).