

# Response to insurer survey

Responses to the questions are listed below in [blue font](#).

- 1) What do you use for determining the standard of care for inpatient mental health treatment?(Examples: Milliman, CareWeb)  
[Currently we use Milliman Care Guidelines through CareWeb QI in conjunction with Regence Medical Policies.](#)
- 2) Are there diagnoses/circumstances that have different time frames? If so, what are they and why?  
[We follow regulatory time frames regardless of diagnosis for Inpatient Mental Health. Usually, these requests would follow the 'Urgent' time frame.](#)
- 3) Do you use a benefit manager to determine such admissions?  
[No.](#)
- 4) What criteria do you OR your benefit manager, use for continued stay review?  
[Milliman Care Guidelines and Regence Medical Policies](#)
- 5) Do you require prior authorization prior to a patient being admitted?  
[If the admission is urgent \(as with Inpatient Mental Health\), we do not require authorization prior to admitting the patient.](#)
- 6) What is the time frame from request to being admitted?  
[Facilities often make the request within 24 hours \(or next business day\) after admission.](#)
- 7) a. Is there a standard minimum length of stay for inpatient mental health treatment?  
[No.](#)  
b. How is total length of stay determined?  
[N/A](#)  
c. Is there a maximum inpatient authorization?  
[No, authorizations are based on medical necessity.](#)
- 8) What differences, if any, are there in your admissions and review practices when the inpatient treatment comes about via PIT?  
[No difference. The request is reviewed in the same way as non-PIT](#)
- 9) a. What is the process for determining post-inpatient treatment release?  
[The utilization management clinician discusses the post-IP discharge plan and will coordinate step-down authorization prior to discharge.](#)  
b. What post-inpatient treatment options do you approve?  
[Depending on member's benefit plan, options include Residential, Partial Hospitalization, Intensive Outpatient and standard outpatient treatment.](#)  
c. What criteria are used to determine what will be approved?  
[Milliman Care Guidelines and Regence Medical Policy](#)
- 10) What do you see as role in terms of quality and oversight of PIT treatment providers?  
[That the family is participating in regular family therapy, education and patient support training prior to discharge and any family dynamics or family precipitants to the admission are being actively addressed by the treatment team.](#)