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To: Crisis Providers
From: DHHS, Office of Child and Family Services
Re: MaineCare Youth Out of State (OOS) Psychiatric Hospitalization Prior Authorization Process
Date: 04/15/2022

Dear Crisis Providers:

We are reaching out to provide information on the process for accessing out of state psychiatric hospitalization for youth insured by MaineCare. We are hopeful that this memo will help to clarify the process for all providers supporting a youth obtaining placement in an out of state psychiatric hospital. OCFS serves as the entity to prior authorize children's out of state psychiatric services on behalf of MaineCare.

Out of State Psychiatric Hospitalization Process for Children with MaineCare

1. *Crisis workers* must determine if the Youth can be placed in one of the psychiatric hospitals in Maine:

Provider	Location	Phone #
Acadia Hospital	Bangor	207-973-6048
Northern Maine Medical Center	Fort Kent	207-834-3155
St. Mary's Hospital	Lewiston	207-777-8700
Spring Harbor Hospital	Westbrook	207-761-2200

2. If a MaineCare insured youth has been denied for admission to **ALL** in-state psychiatric hospitals (either due to lack of capacity or available beds), the *crisis worker* will contact OCFS to obtain prior authorization to pursue out of state hospitalization. They will contact OCFS through the DHHS/OCFS Child Abuse and Neglect Hotline at 1-800-452-1999. This step should occur **immediately** after hospitals have declined admission. This call to OCFS should occur **BEFORE** any calls are made to out of state hospitals. (*Please note: A parent/guardian may refuse any in-state bed if the drive to get to the hospital is five hours or more, and the drive to the out of state hospital would be closer.*)
3. The *OCFS intake worker* will take the *crisis worker's* name and phone number and will have the OCFS *OOS Prior Authorization on-call worker* call the *crisis worker* back.
4. The *OCFS Prior Authorization on-call worker* will gather necessary information, accept a clinical presentation of the youth from the *crisis worker* and ensure that all in-state resources have been exhausted. Once the *OCFS Prior Authorization on-call worker* grants verbal

approval, the *OCFS Prior Authorization on-call worker* will provide the *crisis worker* with the out of state psychiatric facilities to present to. They may include:

- a) Hampstead Hospital (603) 329-5311
 - b) Anna Jacques (978) 834-8448
 - c) Brattleboro Retreat (800) 738-7328
5. Once an OOS bed is found, the youth is accepted and is being transported to the facility, the *crisis worker* will contact the current *OCFS Prior Authorization on-call worker* (through the hotline) to inform of the pending admission. This is IMPORTANT because the *OCFS Prior Authorization on-call worker* must complete a 30-day Prior Authorization in Kepro's Atrezzo System.
6. If no bed is found in-state or OOS, and the youth does not have an appropriate disposition within 2 business days, the *crisis worker* will complete a Care Coordination Unit (CCU) referral form requesting OCFS/Office of MaineCare (OMS) assistance with discharge planning.

*For youth with Private Insurance and MaineCare – MaineCare is the payer of last resort and is the secondary insurance. Therefore, the *crisis worker* must present the case to Private Insurance for authorization **FIRST**.

- If the Private Insurance declines the youth based on not meeting Level of Care for a psychiatric hospitalization, then MaineCare cannot fund the placement.
- If the Private Insurance authorizes placement at a MaineCare enrolled hospital, then the *crisis worker* must follow the steps above to obtain prior authorization for MaineCare as the secondary insurer.