

POLICY AND PROCEDURE

POLICY TITLE: Eligibility and Enrollment Unit Inpatient Initial Utilization Review	POLICY #: DSAMH034
PREPARED BY: EEU UR	DATE ISSUED: 06/06/2022
RELATED POLICIES: DSAMH003 Provider Appeals Policy DSAMH031 Involuntary Placement Policy DSAMH032 Voluntary Placement Policy DSAMH035 Eligibility and Enrollment Unit Inpatient Concurrent Utilization Review DSAMH036 Eligibility and Enrollment Unit Inpatient Discharge Utilization Review DSAMH037 Eligibility and Enrollment Unit Inpatient Retroactive Utilization Review	REFERENCES: NQCA, HEIDIS, CMS
DATES REVIEWED: 04/17/2023 03/27/2024 01/30/2025	DATES REVISED: 03/08/2023 01/17/2024 01/22/2025 12/17/2025 01/12/2026
APPROVED BY:  1B71C05196B24CA... DATE APPROVED: 1/12/2026 4:35 PM PST	NOTES: <input type="checkbox"/> DSAMH Internal Policy <input type="checkbox"/> DSAMH Operated Program <input checked="" type="checkbox"/> DSAMH State Providers <input type="checkbox"/> Delaware Psychiatric Center <input type="checkbox"/> Targeted Use Policy (Defined in scope)

I. PURPOSE:

The purpose of this policy is to promote and maintain objective, consistent, impartial, and fair utilization management decisions. The policy shall describe the authorization review process for inpatient psychiatric treatment for Delaware residents eighteen (18) years of age or older who are uninsured or underinsured. These procedures pertain to all inpatient psychiatric treatment providers contracted to provide care for the State.

II. POLICY STATEMENT:

The Division of Substance Abuse and Mental Health (DSAMH) shall conduct review of clinical and treatment authorization following the first day of treatment. This initial review is based solely on the clinical documentation provided by the psychiatric hospital. Once the supporting clinical documentation is received by DSAMH Utilization Review (UR), it is considered a formal authorization request.

III. DEFINITIONS:

“Authorization” means the agreement from DSAMH that a patient meets medical necessity for inpatient psychiatric treatment.

“Delaware resident” means an individual who is not eligible for an out-of-state Medicaid plan and meets either of the following criteria:

1. An individual is domiciled in a permanent location or maintains a place of abode that they stay in that is a building, structure, or vehicle within the limits of the State, and spends more than 183 days in the State.
2. A person who possesses a valid Delaware-issued identification card such as driver’s license or non-driver identification card.

“Underinsured” means a third-party payor exists, but the service is not a covered benefit under their active plan, the benefit was denied by the third-party payor, or their insurance benefits have been exhausted. The PM37 chart shall be used to determine underinsured eligibility and sliding scale fees, as applicable.

“Uninsured” means no third-party payer exists; the client is considered indigent.

“Utilization Review” or “UR” means the review of clinical information to determine authorization approval or denial.

IV. SCOPE: This policy and procedure applies to all inpatient psychiatric treatment providers contracted with the State to provide inpatient psychiatric care for residents of Delaware who are uninsured or underinsured.

V. PROCEDURES/RESPONSIBILITIES

A. Exploration and discovery of insurance:

1. The treating hospital is responsible to provide evidence that a patient is not covered under a private insurance, an out of state Medicaid, has exhausted Medicare days, or has a policy that does not cover acute inpatient psychiatric treatment. This evidence is required prior to DSAMH’s review of clinical documentation for authorization of treatment.

B. Submission of clinical documentation:

1. Clinical documentation must be submitted to the DSAMH UR email box DSAMH_EEU_UR@delaware.gov with the word “initial” in the subject line. Clinical documentation submitted to another email box will not be accepted.
 - a. Clinical documentation for initial review must be received within three (3) days post-admission to the psychiatric hospital.
 - b. Clinical documentation received with errors or incomplete (after the 3rd business day post-admission) will not be reviewed. Notification of denial of authorization will be sent, and no exceptions will be made.
2. Documentation which must be submitted includes:
 - a. Clinical documentation included but not limited to:
 - i. Documentation of legal status for hospital admission,
 - ii. Psychiatrist initial evaluation,

- iii. Nurse admission assessment,
- iv. Psychosocial assessment,
- v. Documentation of a history and physical,
- vi. Collateral information,
- vii. Discharge planning,
- viii. Treatment plan,
- ix. Medication administration record,
- x. Group notes,
- xi. Vital signs,
- xii. Laboratory results to include urine toxicology screen,
- xiii. Daily nursing notes,
- xiv. Daily psychiatrist notes,
- xv. Coordination of care with established or external providers, and
- xvi. Clinical Institute Withdrawal Assessment, and Clinical Opiate Withdrawal Scale, as appropriate.

b. Other documentation:

- i. Results of exploration and discovery of benefits and
- ii. Valid government-issued identification.

C. Review of clinical documentation:

1. DSAMH UR will conduct a review of clinical documentation to provide determination of authorization.
2. DSAMH UR will respond with the authorization or denial of request within two (2) business days of submission.
3. DSAMH UR may authorize multiple days, but each day of treatment must meet medical necessity based on documentation provided by the hospital.
4. Failure to submit complete clinical and treatment documentation could result in denial of authorization.
5. Frequency of reviews will vary based on the clinical status of the client and documentation provided by the psychiatric hospital.

D. For any denials of authorization, reference DSAMH003 Provider Appeals Policy for next steps.

E. Table of timeline:

Provider will:	Submit ALL admission documentation via the DSAMH UR email box DSAMH_EEU_UR@delaware.gov with the word "initial" in the subject line	must be received within three (3) days post-admission
DSAMH UR will:	conduct a review of clinical documentation to provide determination of authorization	within two (2) business days of submission
DSAMH UR will:	respond with the authorization or denial of request	within two (2) business days of submission
Review shall be completed at least every 30 days		

VI. **POLICY LIFESPAN:** This policy will be reviewed annually.

VII. **RESOURCES:** N/A