

PROVIDER ALERT

STATE OF CONNECTICUT DEPARTMENT OF MENTAL HEALTH & ADDICTION SERVICES

Issued On July 18, 2011

<p>Diversion Protocol for Connecticut Valley Hospital (CVH) Merritt Hall's Medically-Managed Detoxification (SA IV.2)</p>
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Goal

1. To ensure successful diversion of clients presenting for admission to medically-managed detoxification (SA IV.2) services at Connecticut Valley Hospital's Merritt Hall, including Medicaid-active and potentially eligible Medicaid clients. A potentially-eligible Medicaid client is defined as an individual who meets the eligibility requirements for Medicaid but has not yet applied for entitlements or has temporarily lost eligibility. If the client is assessed as needing SA IV.2 care AND does not meet eligibility requirements for entitlements, ValueOptions will determine whether there is an available bed at CVH Blue Hills.

Plan - Clients presenting in Emergency Departments

1. If the request to place the client is initiated by a phone call from an Emergency Department (ED), and the client is identified as Medicaid-active or potentially eligible for Medicaid entitlements, ED staff are to contact Value Options at 877-552-8247.
2. ValueOptions Clinical Review Staff will perform a clinical review with ED staff, and will:
 - a. Negotiate the level of care to be authorized
 - b. If the client is assessed as needing medically-managed inpatient detoxification (SA IV.2) AND is **Medicaid-active or potentially eligible for Medicaid**, ValueOptions staff will issue an authorization (or complete a pending eligibility review) for a general hospital with an available bed. **(Please note that Advanced Behavioral Health completes reviews for Natchaug Hosp if the individual is over 21)**
 - c. If the client is assessed as needing SA IV.2 care AND does not meet eligibility requirements for **Medicaid**, ValueOptions will determine whether there is an available bed at CVH Blue Hills.
 - d. If the client is assessed as needing residentially-based medically-monitored detoxification (SA III.7D) services AND is **Medicaid-active or potentially eligible for Medicaid**, ValueOptions staff will issue an authorization (or

- complete a pending eligibility review) for the closest residential detoxification facility with an available bed.
- e. If the client is assessed as needing residentially-based medically-monitored detoxification (SA III.7D) services AND does not meet eligibility requirements for **Medicaid**, ValueOptions will provide information about facilities with the capacity to accept uninsured clients.
 - f. ValueOptions staff will provide information about available transportation resources to ED staff as needed.
 - g. If the client is identified as meeting criteria for Advanced Behavioral Health's (ABH) Intensive Case Management services or has an assigned ABH Recovery Manager, ValueOptions staff will make a referral to ABH or provide the name of the Recovery Manager. ValueOptions staff will also notify ABH of the client's admission.
 - h. ValueOptions staff will also contact the facility accepting the client to confirm the client has been admitted. This contact will occur within 1 business day of the admission.

Plan – Clients Seeking Admission (Walk-In or Telephonic)

1. Merritt staff will monitor availability of residential detoxification beds throughout the state via the DMHAS daily census distribution. Merritt staff may telephone ValueOptions at 877-552-8247 for assistance in locating a facility with available hospital-based detox beds (Monday – Friday, 9-7PM).
2. If the client is assessed by Merritt staff to be in need of acute, hospital-based detox (SA IV.2) or residential detox (3.7D) **AND** the client is **Medicaid-active or potential eligible for Medicaid**, Merritt staff will contact a Medicaid participating hospital (see Appendix A) or residential detox facility to make the referral and then contact ValueOptions to obtain authorization (or complete a pending eligibility review) for the identified facility).
3. If the client is assessed by Merritt staff to be in need of acute, hospital-based detox (SA IV.2) **AND the client is ineligible for Medicaid**, Merritt will contact CVH Blue Hills to make a referral.
4. If the client is assessed as needing residentially-based medically-monitored detoxification (SA III.7D) services AND does not meet eligibility requirements for **Medicaid**, Merritt staff will provide information about facilities with the capacity to accept uninsured clients.
5. Merritt staff will also contact the facility authorized to provide confirmation of authorization.
6. If the client is identified as meeting criteria for Advanced Behavioral Health's (ABH) Intensive Case Management services or has an assigned ABH Recovery Manager, ValueOptions staff will make a referral to ABH or provide the name of the Recovery Manager. ValueOptions staff will also notify ABH of the client's admission.
7. If Merritt staff receive a call requesting admission to detox after 6:00 pm for an individual in urgent or emergent need of acute, hospital-based co-occurring treatment Merritt staff should direct the individual to go to the nearest hospital emergency department.

8. If Merritt Intake Staff receive telephone calls from clients in the Hartford area seeking admission to detoxification services, the client should be encouraged to call the Region IV Access Line at (800) 563-4086. This service is available 24 hours/day, 7 days/week to assist Region IV clients in accessing substance abuse services.

APPENDIX A Provider Listing

The following providers currently provide acute inpatient services (SA IV.2) to Medicaid-active and potentially eligible Medicaid clients:

1. **Bridgeport Hospital (267 Grant Street, Bridgeport)**
2. **Bristol Hospital (Brewster Rd., Bristol)**
3. **Charlotte Hungerford Hospital (540 Litchfield St., Torrington)**
4. **Danbury Hospital (24 Hospital Ave., Danbury)**
5. **Day Kimball Hospital (320 Pomfret St., Putnam)**
6. **Greenwich Hospital (5 Perryridge Rd., Greenwich)**
7. **Griffin Hospital (130 Division St., Derby)**
8. **Hartford Hospital/Institute of Living (400 Washington St., Hartford)**
9. **Hospital of Central CT (100 Grand St., New Britain)**
10. **Hospital of St. Raphael (1450 Chapel St., New Haven)**
11. **John Dempsey Hospital (UCONN – 263 Farmington Ave., Farmington)**
12. **Johnson Memorial Hospital (201 Chestnut Hill Rd., Stafford Springs)**
13. **Lawrence and Memorial Hospital (365 Montauk Ave., New London)**
14. **Manchester Memorial Hospital (71 Haynes St., Manchester)**
15. **Middlesex Hospital (28 Crescent St., Middletown)**
16. **Midstate Medical Center (435 Lewis Ave., Meriden)**
17. **Natchaug Hospital (187 Storrs Rd., Mansfield Center) – 21 and under only (over 22 auth with ABH)**
18. **New Milford Hospital (21 Elm St., New Milford)**
19. **Norwalk Hospital (Maple Street, Norwalk)**
20. **Saint Francis Hospital and Medical Center (500 Blue Hills Ave., Hartford)**
21. **St. Mary's Hospital (56 Franklin St., Waterbury)**
22. **St. Vincent's Medical Center (47 Long Lots Rd., Westport)**
23. **Stamford Hospital (30 Shelbourne Rd., Stamford)**
24. **Waterbury Hospital (64 Robbins St., Waterbury)**
25. **William Backus Hospital (326 Washington St., Norwich)**
26. **Yale-New Haven Hospital (20 York St., New Haven)**
27. **Arms Acres (75 Seminary Hill Rd., Carmel, NY)**
28. **Milford Hospital (300 Seaside Ave., Milford)**
29. **Sharon Hospital (50 Hospital Hill Rd., Sharon)**
30. **Windham Hospital (112 Mansfield Ave., Willimantic)**

State-operated Facility that provides acute inpatient services (SA IV.2)

1. **Blue Hills (500 Vine Street, Hartford)**