EPIA Process Overview

0-24 hours

- Person with a behavioral health issue presents to ED in crisis
- Person is assessed by ED staff to require inpatient level of care
- ED searches for a bed using Standardized Bed Search Protocol
- At 24 hours, ED must notify the insurance Carrier that their member is in the ED and they are looking for an inpatient bed
- State Agency (DCF, DDS, DMH, DYS), if involved, is contacted as soon as possible

24-60 hours

 By 24 hours, ED submits a formal Request for Assistance to Carrier

If the carrier is MassHealth or an instate commercial carrier:

- •The Carrier receives the Request for Assistance and responds within 2 hours during business hours and by the next morning if outside business hours
- •The Carrier outreaches to hospital leadership to secure placement
- At 60 hours, the Carrier contacts
 DMH if inpatient placement has not been secured

If the carrier is ERISA, out of state, or Unmanaged Medicare:

- •The ED reaches out to the Carrier as above
- •If they can not engage the Carrier, the ED continues to pursue an inpatient psychiatric bed for the person using their *Internal* Escalation Protocol
- At 60 hours, the ED contacts DMH for assistance in procuring an inpatient bed

If Youth under 18, escalation to DMH for help occurs at 48 hours

At 60 hours

- Carrier and/or ED contacts DMH by submitting an online referral request through a secure portal using REDCAP on DMH EPIA webpage
- •DMH works with EDs and insurance Carriers to secure a bed for the individual. Real time and ongoing updated communication is required (see Standardized Bed Search Protocol)
- Should the barrier to admission be clinical, DMH initiates a "doc to doc to doc" conversation
- •If the issue appears to be payment, DMH contacts
 MassHealth or DOI, as appropriate
- •DMH will engage other EOHHS agencies, as appropriate
- Data will be collected for use in regulatory compliance and policy development