Process Overview

0-24 hours
- Person with a behavioral health issue presents in ED
- Person is assessed by ED staff and/or ESP and needs inpatient level of care
- ED/ESP searches for a bed using Standardized Bed Search Protocol
- At 24 hours, ED/ESP must notify the insurance Carrier that their member is in the ED and they are looking for the bed

24-96 hours
- By or before 24 hours, ED/ESP submits a formal Request for Assistance to Carrier
  - If the carrier is MassHealth or an in-state 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 96 hours, the Carrier contacts DMH if there is no placement secured
  - If the carrier is ERISA, out of state, or Medicare:
    - The ED/ESP reaches out to the Carrier as above
    - If they can not engage the Carrier, the ED/ESP continues to pursue a bed for the person using their Internal Escalation Protocol
    - At 96 hours, the ED/ESP contacts DMH

At 96 hours
- Carrier and/or ED/ESPs contact DMH by submitting an online referral request using secure email
- DMH works with ED/ESPs and insurance Carriers to secure a bed for the individual escalated. 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