

Provider Bulletin

Subject:	Observation Room Services		
Plan:	Coordinated Care Option 1	Bulletin Date:	September 15, 2016
Bulletin Number:	16-006	Effective Date:	October 1, 2016

This bulletin serves as notification to participating providers regarding updates to the Coordinated Care Benefits.

Effective October 1, 2016 – Observation services should not span beyond 48 hours. A decision whether to discharge a patient from the hospital or to admit the patient as an inpatient may be made within 48 hours or less.

In rare cases it may be necessary to span outpatient observation services for more than 48 hours. These rare and exceptional cases must be pre-authorized by Utilization Management.

The authorization request form is located on our website <http://www.hcdpbc.org/Modules/ShowDocument2.aspx?documentid=126>. The form should be completed and faxed to (561) 835-8606.

As a reminder, authorization statuses may be obtained by completing the Authorization Status Request Form <http://www.hcdpbc.org/Modules/ShowDocument2.aspx?documentid=1201> and faxing directly to Customer Service. Your request will be faxed back within one business day. This form may be located on the Health Care District website www.hcdpbc.org.

If you have questions regarding the bulletin, please contact Provider Services at (561) 659-1002.

Please insert the bulletin into your Provider Handbook. The policies and procedures in this bulletin supersede any related policies and procedures within the handbook.