Optum | Maryland

PROVIDER ALERT

Bed Hold Process Guidance

February 24, 2022

The Bed Hold process was modified by means of a provider alert issued on January 5, 2022, and effective January 10, 2022. This guidance provides further information based on questions received from the provider community.

Where do I enter the Bed Hold?
Two authorization plans were added in Incedo that allow providers to use the same Bed Hold code H0019 for both RRP and RCS. The Bed Hold authorization request is entered into the type of program that will be **holding the bed open**.

➢ **Example**: A person in RRP is admitted to RCS. The RRP would submit the authorization under the RRP Bed Hold plan. We do not expect the RCS Bed Hold to be used very often, but it would be used in instances where, for example, a participant spends the night in the Emergency Room / hospital.

When can Bed Holds be requested?
Bed Holds can be requested at the discretion of the provider but are meant only for situations in which the resident **is expected to return** to the bed.

Approval / Duration Requirements:

- Bed Holds must be approved by the relevant Local Behavioral Health Authority (LBHA) or CSA.
- If the request is denied, this will be shown as an administrative denial in the Incedo provider portal (IPP).
- *The maximum length of a Bed Hold is generally **30 days***. Incedo defaults to zero days, and providers can enter a request for any number of days up to 30.
- Any exceptions to the 30-day limit must be cleared by the Behavioral Health Administration (BHA) through the LBHA.
- Standard 20-day retro-active authorization submission rules apply.

Please note:

- A provider cannot bill both a T2048 and a Bed Hold for the same day, and a T2048 must not be billed for any day when an individual is out of the bed.

- Once a person is physically no longer sleeping in the bed and is not expected to return, neither the T2048 nor Bed Hold shall be payable.

Can a Bed Hold be used to hold a bed prior to admitting a resident?
No. Bed Holds may only be used once a person has been placed in RRP. It may not be used to hold a bed prior to admission.

Is there any effect on existing authorizations?
No. Bed Holds have no effect on existing RRP or RCS authorizations. However, claims cannot be submitted for both Bed Hold and RRP/RCS services on the same day for the same service.

We were unable to enter Bed Hold authorizations and claims due to setup issues from July 1, 2020 until recently. What should we do?

- For previously submitted Bed Hold claims that were denied for lack of authorization, providers do not have to take any action. Optum will reprocess these.

- Some providers were unable to enter authorizations and claims due to unavailability of the authorization plans in their systems. Claim submissions for Bed Holds with Date of Service (DOS) between July 1, 2020 and January 10, 2022 will be processed without authorization. These claims **must** be submitted by March 15, 2022 to qualify for adjudication and payment.

- When a Bed Hold period extends to January 10, 2022 and beyond, providers must obtain authorizations for January 10 forward through the regular authorization request process.

Thank you,

Optum Maryland Team