

Hospital admission & care coordination *guide*



Purpose

This guide is intended to assist hospital staff with admission notification, utilization management, discharge planning, care coordination, and case management referrals for Moda Health members. Our goal is to support timely communication, appropriate utilization of services, and seamless transitions of care.

Prior authorization requirements

Prior authorization is required for many scheduled services and procedures.

Common services requiring prior authorization include:

- Inpatient Admissions
- Skilled Nursing Facility (SNF) admissions
- Long-Term Acute Care Hospital (LTACH) admissions
- Inpatient Rehabilitation admissions
- Select outpatient procedures and services
- Select durable medical equipment

Admission notification

Emergent inpatient admissions require authorization when the inpatient stay extends beyond 24 hours. All scheduled inpatient admissions for elective procedures are subject to prior authorization and must be approved before the services are performed.

Please include:

- Member Name, DOB, and ID number
- Date of Admission
- Date of Discharge (if applicable)
- Admitting Diagnosis Code
- Procedure Codes (For elective inpatient services)
- Facility Information (Name, TIN/NPI, Address)
- Utilization Management / Case Management Contact Information (contact name, phone, fax)
- Clinical Information

Submit Admission Notifications:

- Online Preferred: Benefit Tracker Portal www.modahealth.com/EBTWeb
- Medical: Fax: 503-243-5105
- Behavioral Health: Fax: 503-488-3674

Continued stay reviews

To support timely review of ongoing inpatient services, please submit continued stay clinical information as requested by the assigned Utilization Management reviewer.

Medical Continued Stay Reviews:

- Fax: 855-232-6904

Behavioral Health Continued Stay Reviews:

- Fax: 503-488-3674

Discharge planning & transitions of care

Early discharge planning is encouraged to facilitate timely transitions and avoid unnecessary delays in medical care.

Please contact Moda Health if members require:

- Skilled Nursing Facility placement
- Inpatient Rehabilitation placement
- LTACH placement
- Durable Medical Equipment (DME)
- Infusion services
- Complex care coordination
- Community resource support
- Behavioral Health Services

Medical Care Coordination:

- Phone: 800-592-8283

Behavioral Health Coordination:

- 855-294-1665

Behavioral health services

Behavioral Health Utilization Management and Care Coordination services are available to support members receiving inpatient and outpatient behavioral health treatment.

Prior Authorization:

- 503-488-3674 (Fax)

Clinical Consultation:

- 855-294-1665

Continued Stay Reviews:

- 503-488-3674 (Fax)

Case management referrals

Moda Health offers voluntary Case Management services for members with complex medical, behavioral health, or social support needs.

To make a referral:

- Referral Form: modahealth.com/-/media/Medicare/PDFs/forms/Moda-Case-management-referral-form.pdf
- Email: casemgmtrefer@modahealth.com
- Phone: 503-948-5561
- Toll Free: 800-592-8283

Quick reference contact guide

Service Contact Method

Inpatient Admission Notification:

- (Medical) Fax: 503-243-5105
- (Behavioral Health) Fax: 503-488-3674

Continued Inpatient Stay Reviews:

- (Medical) Fax: 855-232-6904
- (Behavioral Health) Fax: 503-488-3674

Electronic Prior Authorization Submission:

- <https://www.modahealth.com/EBTWeb>

Prior Authorization:

- (Medical) Fax: 503-243-5105
- (Behavioral Health) Fax: 503-488-3674

Care Coordination:

- (Medical) Phone: 800-592-8283
- (Behavioral Health) Phone: 855-294-1665

Case Management Referral:

- Phone: 800-592-8283
- Case Management Referral Email:
casemgmtrefer@modahealth.com

Customer Service

For Customer Services inquiries, contact the phone number on the back of the member's ID card.

Important resources

Benefit Tracker Portal:

Eligibility verification, claims status, prior authorization submission, and member benefit information.

- www.modahealth.com/EBTWeb

Prior Authorization Guidelines:

Authorization requirements, request forms, medical necessity criteria, and referral guidelines.

- <https://www.modahealth.com/medical/referrals/>

Provider Directory:

Locate participating providers and facilities.

- <https://www.modahealth.com/ProviderSearch/>

Authorization for Disclosure of PHI:

- https://www.modahealth.com/pdfs/phi_disclosure.pdf

Important notice: Benefits, coverage requirements, and authorization requirements may vary by employer group and benefit plan. Verification of eligibility and benefits is recommended prior to rendering non-emergent services.



Health plans provided by Moda Health Plan, Inc.

3921 (07/26)