

# Non-Contracted Hospital Instruction

**OCTOBER 14, 2024**

---

**To:** California Non-Contracted Hospitals  
**From:** AltaMed Health Network, Inc. – Managed Care – Hospital Contracts Department  
**Subject:** Prior Authorization for Post-Stabilization Care

For medically necessary post-stabilization care provided after an emergency medical condition has been stabilized, hospitals that are non-contracted with AltaMed Health Network (AHN) are required to obtain prior authorization for services from AHN pursuant to California Health and Safety Code, §§ 1262.8 and 1371.4. The non-contracted hospital (hospital) may contact AHN's Utilization Management Department 24 hours a day, 7 days a week for post-stabilization authorization at **(213) 693-4309** (note: notifications/requests for prior authorization must be initiated over the phone. Any supporting documentation may follow via fax thereafter).

To process the authorization, the hospital also needs to provide AHN with the member's diagnosis and any other relevant information reasonably necessary to either authorize the member's post-stabilization care or to assume management of the member's post-stabilization care by prompt transfer. Please send supporting documents (i.e., face sheets, medical records, MD orders) via fax at **(323) 720-5602**.

Within 30 minutes of receipt of the hospital's call, AHN shall notify the hospital either that post-stabilization care is authorized or that arrangements for the prompt transfer of the member's post-stabilization care are underway. If AHN does not notify the hospital of the decision to either authorize post-stabilization care or to transfer the member's post-stabilization care within 30 minutes of receipt of the hospital's call, or AHN does not respond to the hospital's call attempts, the authorization is deemed approved (note: in accordance with the All Plan Letter 24-012 issued by the California Department of Managed Health Care, the hospital is required only one call attempt, and the attempt may be, but is not required, from a physician and/or surgeon).

As a reminder:

- In accordance with All Plan Letter 22-008 issued by California's Department of Health Care Services regarding non-emergency medical transportation (NEMT), hospitals are not required to obtain prior authorization for the NEMT of a post-stabilized patient:
  - For whom AHN has assumed management of the post-stabilized care; and

- Whose care is being transferred from an emergency room to an AHN contracted inpatient setting, or from acute care hospital immediately following an inpatient stay at the acute level of care to an AHN contracted facility appropriate to the patient's medical care.
- Reimbursement to the hospital that contacts AHN for post-stabilization care shall occur if AHN –
  - Has authorized the post-stabilization care.
  - Does not respond to the hospital's call attempts or does not notify the hospital of the decision rendered within 30 minutes of receipt of the call from the hospital.
  - There is an unreasonable delay in the member's transfer, and the hospital determines that the member requires post-stabilization care.
  - Does not provide NEMT services within three (3) hours of the request for a post-stabilized patient's transfer from an acute care hospital immediately following an inpatient stay to an AHN contracted facility appropriate to the patient's medical care.
- If there is a disagreement between AHN and the hospital regarding the medical necessity of the post-stabilization care, except for the collection of applicable copayments, coinsurance, and deductibles, the hospital shall be in violation of CA HSC §1262.8 if the hospital bills the member for covered hospital, medical or surgical services.

Thank you.