

Kaiser Foundation Health Plan of Washington
CONTRACT MANAGER NAME
Provider Communications, RCB-C2W-02
PO Box 34262, Seattle WA 98124-1262

October 29, 2019

EPRO (EMERGENCY PATIENT RESOURCES & OPTIONS) POST – STABILIZATION POLICY

Dear Provider,

Starting **January 1, 2020**, Kaiser Permanente of Washington will require notification at the time of stabilization and prior to hospital admission. Providers can contact Kaiser Permanente through the EPRO 24/7 access line at 1-800-337-3197. This is in accordance to Washington State Legislature [RCW 48.43.093](#).

This payment policy states that “failure to contact Emergency Patient Resources & Options (EPRO) in the post-stabilization setting prior to admission will result in non-coverage of the hospital stay.”

Emergency Patient Resources & Options (EPRO) Payment Policy

<https://wa-provider.kaiserpermanente.org/static/pdf/provider/billing-claims/eipro.pdf>

Additional key points of the policy state:

1. Notification at the time of stabilization, prior to a hospital admission is required:

For the following admission types*

- I. Inpatient
- II. Observation
- III. Ambulatory status

* If prior authorization has already been obtained for the admission through the review services process (typically elective admissions), EPRO notification is not needed.

- a. For transfers from either the emergency room or inpatient hospital.
- b. It is the responsibility of the accepting hospital to make sure that EPRO has been contacted for the stay. This call may also be initiated by the sending hospital.
- c. No notification is required to EPRO if the patient is treated in the emergency room and is not planning to be admitted. However, EPRO can assist with coordination on follow-up care if this is requested.
- d. No notification is required for emergent behavioral health admission. Non-emergent admissions to other levels of care as in residential treatment center (RTC), partial hospitalization program (PHP) and intensive outpatient program (IOP), require preauthorization. This can be obtained by calling Mental Health Access Center at 206-630-1680 or toll-free at 888-287-2680, Monday – Friday from 8 am to 5 pm, or EPRO after hours. EPRO can provide authorization for inpatient detoxification if indicated.

If you have any questions about this payment policy, please contact the Provider Assistance Unit at 509-241-7206 or toll-free at 1-888-767-4670, Monday – Friday from 8 am to 5 pm.

Sincerely,

A handwritten signature in black ink, appearing to read 'm m' followed by a stylized vertical stroke.

Marc Mora, MD
Senior Medical Director Networks and Care Management
Washington Permanente Medical Group