

Special Accommodations

What is Special Accommodation Services?



Special accommodation is identified by an inpatient facility provider as necessary for safe and effective patient care. Special accommodation services may include, but are not limited to, 1:1 staff / patient ratio, single room, extra personnel (e.g., Personal Care Attendant, Security).

Where do special accommodation occur?



The psychiatric inpatient unit the member is being admitted into.

When to request these services



Special accommodation is to be requested prior to admission. Special accommodation can be requested to facilitate a member's inpatient admission from the Emergency Department. Optum has agreed to provide additional payment to support these special accommodation services. Optum will authorize any special accommodation services requested prior to a member's admission without clinical review.

Special accommodation requests during the course of admission: 1:1 staffing is included in Optum's contracted per diem rate. However, we understand that there may be extraordinary situations that arise during an inpatient admission and will review facility requests for additional special accommodation services on a case-by-case basis.

How are the services requested?



The inpatient psychiatric facility, ED or ESP may request special accommodation services by contacting the member's Behavioral Health Insurance Provider Line which is available 24/7/365 by calling 1-866-414-5533.

A Single Case Agreement (SCA) will be put in place when the facility seeks authorization for Specialing. Within 2-3 business days of the authorization approval, Optum's SCA team will outreach the facility to confirm its correct email or fax information and will send the SCA letter to the confirmed email/fax. The SCA letter includes the codes to bill with and applicable rates. The provider may, but is not required to, return a signed copy of the letter to the SCA Team.

What information is needed for requesting services?



When requesting special accommodation, identify the specific service(s) requested, and provide clinical information regarding the members' presentation and what symptoms/barriers or special needs require the accommodation. Requests for continued authorization of special accommodations services will be addressed as a part of the concurrent clinical review for continued stay.

Do you need a single case agreement (SCA)?



Yes, special accommodation services require a Single Case Agreement. The SCA is needed for claims to process correctly. The Agreement is initiated when the provider requests and receives an authorization. Within 2-3 business days of the authorization request, the SCA team will outreach the facility to confirm its email or fax information and will send the SCA letter to the confirmed email/fax. The SCA letter includes the codes to bill with and applicable rates. The provider may, but is not required to, return a signed copy of the letter to the SCA team.

Each service is authorized on a Per Diem basis.

What are the codes for special accommodations?



IMPORTANT NOTE: Authorization and Single Case Agreement are required for the special accommodation services (see grid on the next page). The facility must contact the Behavioral Health Insurance Provider Line to put these in place to ensure efficient claims payment.

Special Accommodation Services	Service Code
<ul style="list-style-type: none">Caregiver / Personal Care AttendantSecurity	Rev 900 + H0046 + U6
<ul style="list-style-type: none">Mental Health WorkerOther additional staffing (e.g., Tech/counselor/ nursing)	Rev 900 + H0046 + U7
Intensive RN and Physical Care	Rev 900 + H0046 + U8
Single Room	Rev 114

Single room rates



Single room rates in inpatient hospitals are covered as a Contracted service and as a special accommodation service.

To get an authorization for a single room:

Rev code 114, for a single room, may already be part of your Facility Participation Agreement (Contract). The inpatient psychiatric facility, ED or ESP, may request a single room at the time of authorization by calling the Behavioral Services phone number on the member's ID card which is available 24/7/365. If the facility already has that Rev code 114 as part of their Contract, authorization will be given, and the Facility can bill per usual. If Rev code 114 is NOT part of a Contract, then a Single Case Agreement (SCA) will be initiated.

In some instances, an SCA may be required.