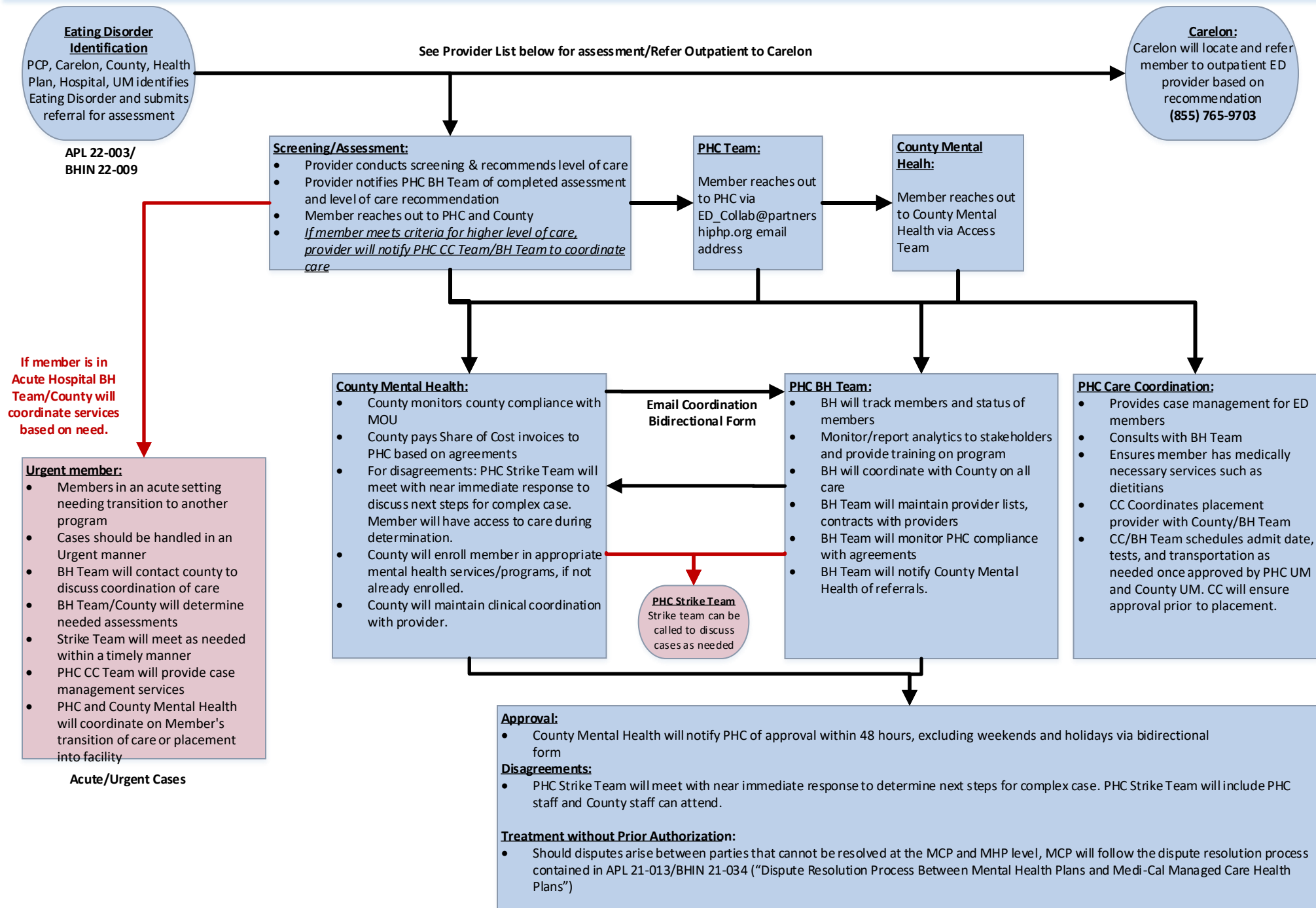


Eating Disorder Process

(Inpatient, Residential, PHP, and IOP)

Note: Partnership HealthPlan of California (PHC) and County share UM responsibilities. PHC may maintain provider lists and contracts with providers



Eating Disorder Process

(Inpatient, Residential, PHP, and IOP)

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- Step 1:**
- Ensure member has Eating Disorder assessment, can be from any Eating Disorder specialist, Bright Heart Health (BHH) preferred.
 - Members without assessment can be referred to Bright Heart Health for assessment by calling **925-621-8526** and requesting “Eating Disorder Level of Care Assessment”
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- Step 2:**
- Partnership and county should be notified of referral to Bright Heart Health at **BH_Collab@partnershiphp.org**
 - Once assessment is received, PHC and/or county will coordinate with the other to determine services needed, locate provider and coordinate next steps
 - County and PHC can coordinate care by sending bidirectional form between parties
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- Step 2a:**
For immediate assistance needed
- Notify PHC at **BH_Collab@partnershiphp.org** for members needing immediate assistance/services
 - PHC will reach out to Member's county and provider submitting referral
 - PHC and county will coordinate care via bidirectional form
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- Step 3:**
- PHC Care Coordination will reach out and assist member in connecting with PCP for medical needs
 - PHC Care Coordination will coordinate with BH Team for next steps on ED placement
 - PHC Care Coordination will assist member with transportation or other medical services needed
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- Step 4:**
- County and PHC BH Team will coordinate with provider and make referrals to providers as needed
 - PHC BH Team will submit bidirectional form to leadership for LOA approval
 - PHC BH Team and county will agree on who will contract with provider
 - Contracting entity (PHC or County) will complete contracts with provider
 - BH Team will provide county clinical contact to provider
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- Step 5:**
- PHC and county will share costs on inpatient, residential, PHP and IOP providers based on agreed upon percentage
 - County and PHC will receive UM updates from providers
 - PHC BH Team and county will coordinate follow on care for Members
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- Step 6:**
- Claims adjudication
 - PHC and county will share costs on inpatient, residential, PHP and IOP providers based on agreed upon percentage
 - Contracting entity (PHC or County) will adjudicate claims and bill the other party for share of cost
 - Contracting entity (PHC or County) will provide other party copy of claims/invoice for payment
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