

PreferredOne®

Department of Origin: Integrated Healthcare Services	Effective Date: 02/07/24
Approved by: Chief Medical Officer	Date Approved: 02/01/24
Clinical Policy Document: Therapeutic Pass	Replaces Effective Clinical Policy Dated: 03/03/23
Reference #: MP/T004	Page: 1 of 2

PURPOSE:

The intent of this clinical policy is to provide coverage guidelines for therapeutic passes.

Please refer to the member's benefit document for specific information. To the extent there is any inconsistency between this policy and the terms of the member's benefit plan or certificate of coverage, the terms of the member's benefit plan document will govern.

POLICY:

Benefits must be available for health care services. Health care services must be ordered by a provider. Health care services must be medically necessary, applicable conservative treatments must have been tried, and the most cost-effective alternative must be requested for coverage consideration.

COVERAGE:

The Plan Administrator or designee will recommend the pass as appropriate to assure safety and proper discharge planning when it is part of the medical or therapeutic treatment plan. Medically necessary and appropriate services rendered on the approved pass day and return day will be recommended for payment (eg, lab, radiology, drug screens, etc.) – Must satisfy the following: I, and II or III

- I. Documentation supports that a temporary leave from the current level of care are part of the therapeutic treatment plan with specific, measurable, attainable and relevant goals.
- II. Medical subacute inpatient (eg, skilled nursing facility, rehabilitation, transitional care) – may recommend pass up to 24 hours
- III. Mental health or substance related disorder - can recommend pass up to the maximum duration outlined below:
 - A. Day treatment/Intensive outpatient (IOP): one week
 - B. Inpatient setting: 8 hours
 - C. Intensive Residential Treatment Services (IRTS): 24 hours
 - D. Partial Hospital: 3 treatment days
 - E. Residential Crisis Stabilization Services (CSS) setting: 8 hours
 - F. Residential setting: 72 hours

EXCLUSIONS (not limited to):

Refer to member's Certificate of Coverage or Summary Plan Description

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REFERENCES:

1. Integrated Healthcare Services Process Manual: UR015 Use of Medical Policy and Criteria
2. Clinical Policy: Behavioral Health, Mental Health Disorders: Inpatient Treatment MC/M001
3. Clinical Policy: Behavioral Health, Mental Health and Substance Related Disorders: Residential Treatment MC/M007
4. Clinical Policy: Behavioral Health, Mental Health Disorders: Intensive Residential Treatment Services MC/M023
5. Clinical Policy: Behavioral Health, Mental Health Disorders: Residential Crisis Stabilization MC/M022

DOCUMENT HISTORY:

Created Date: 03/93
Reviewed Date: 02/21/07, 02/29/12, 02/26/13, 02/26/14, 02/26/15, 02/26/16, 02/24/17, 02/05/19, 02/03/20, 02/03/21, 02/16/22, 02/08/23, 02/01/24
Revised Date: 03/30/04, 02/06/06, Re-adopted 01/05/09, 01/05/10, 03/30/10, 03/09/11, 04/15/15, 04/25/18, 07/30/18, 08/06/20, 03/03/23
Retired Date: 02/18/08

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Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

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Grievance Specialist
PreferredOne Insurance Company
PO Box 59212
Minneapolis, MN 55459-0212
Phone: 1.800.940.5049 (TTY: 763.847.4013)
Fax: 763.847.4010
customerservice@preferredone.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Grievance Specialist is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1.800.940.5049 (TTY: 763.847.4013).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.940.5049 (TTY: 763.847.4013).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1.800.940.5049 (TTY: 763.847.4013).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1.800.940.5049 (TTY: 763.847.4013).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.800.940.5049 (TTY: 763.847.4013).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.800.940.5049 (TTY: 763.847.4013)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.800.940.5049 (телетайп: 763.847.4013).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ວາວ, ການບໍລິການຊ່ວຍເຫຼືອ ອັດຕະໂນພາສາ, ໂດຍບໍ່ເສຍຄ່າ ຈຳນວນ ພາສາ ທ່ານ, ໂທສ 1.800.940.5049 (TTY: 763.847.4013).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚክላተሎ ቁጥር ይደውሉ 1.800.940.5049 (ማስማት ለተሳናቸው: 763.847.4013) .

ဟံသာဝတီ- နေရာကတိာ ကညိ ကျိအယိ. နေရာနဲ့ ကျိအတိာမၤစၤလၢ တလၢကတိာလၢကတိာ နိတံၤဘၣ်သ့န့ၣ်လီၤ. ကိ: 1.800.940.5049 (TTY: 763.847.4013).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.940.5049 (TTY: 763.847.4013).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភ្នែកភាសា ដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1.800.940.5049 (TTY: 763.847.4013)។

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1.800.940.5049 (رقم هاتف الصم والبكم: 763.847.4013).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.800.940.5049 (TTY: 763.847.4013).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.800.940.5049 (TTY: 763.847.4013). 번외로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.800.940.5049 (TTY: 763.847.4013).