

Hello Everyone

We are working with a regional group along with our local hospitalists and care without delay leads to streamline and simplify the non member transfer process.

I hope this will lead to more standardized care and will decrease the number of patients waiting in the ED for prolonged periods of time for transfer. You will notice more secure chats notifying you that you have a non member patient and asking if you believe they will need admission. This is not meant to hurry you, but to get the legwork done earlier in notifying outside insurers of their patient's presence in our ED and get authorization for admission and start the transfer process. The chats should include case management and financial, and you can add the oncoming ED physician to the chat at handoff time if needed.

We will start this process next Monday 4/13.

Previous Process	New Process
Case manager called health plan; response often took hours, especially nights/weekends.	Health plan must respond within 1 hour; if no response, automatic authorization to admit.
ED physicians delayed in payor auth requirements until late in process.	Secure Chat alerts early for patients requiring authorization for admit.
Transfers could take 8–16 hours; unclear handoffs between ED and hospitalists.	Transfer wait capped at 2–3 hours; if no bed, admit locally.
Risk of patients falling through cracks during shift changes; unclear ownership.	ED physician updates clinical status in secure chat; case manager drives next steps.
No standardized workflow for non-member cases requiring authorization.	Structured workflow: case manager leads payor communication; ED physician focuses on clinical care.

Key Points from Our Meeting

- **Secure Chat Alerts:** ED physicians will receive notifications for patients requiring authorization.
- **One-Hour Rule:** Health plan must respond within 1 hour; if no response, authorization defaults to admit.
- **Transfer Timeframe:** Maximum 2–3 hours wait for a bed at an outside facility; if no bed, admit locally.
- **Scope:** Managed Care Commercial, Managed Medicare, Managed Medi-Cal.
- **Go-Live:** April 13
- **Pilot Duration:** 4–6 weeks with weekly check-ins.

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