## Disclaimer
Troy Utilization Management applies CMS criteria and guidelines, National Coverage Determinations (NCD), Local Coverage Determinations (LCD), Troy Policies, and MCG for determining medical necessity. Troy Health Policies are intended to provide a standard guideline but are not used to preempt providers' judgment in rendering services. Providers are expected to provide care based on best practices and use their medical judgment for appropriate care.

## POLICY PURPOSE

Troy Health, Inc. is committed to comply with all regulations and requirements for Medicare Advantage Plans.

The purpose of this policy is to state Troy Medicare's compliance with CMS post-stabilization requirements.

## SCOPE

The following policy applies to requests for authorization of post-stabilization care/services provided to a Troy Medicare plan member after emergency services have been rendered.

## REFERENCES

42 CFR §§422.105(a), 422.113

Medicare Managed Care Manual, Chapter 4, Sections 20 and 160
RESPONSIBLE PARTIES

- Vice President, Health Services
- Chief Medical Officer

DEFINITIONS

1. **Post-stabilization care services**: Covered services that are provided are:
   a. Related to an emergency medical condition
   b. Provided after a member is stabilized
   c. Provided to maintain the stabilized condition, or under certain circumstances (see below), to improve or resolve the member’s condition

2. **Peer to Peer**: A consultation held by phone between a Troy Medicare physician and physician advisor or treating physician at the treating facility

3. **Pre (Prior) Authorization**: Authorization that was granted in advance of the rendering of a service after appropriate medical review. When related to an inpatient admission, this process may also be referred to as pre-certification.

4. **Urgent and Emergency care/services**: Hospital services necessary to prevent the death or serious impairment of the health of the recipient.

POLICY

Troy Medicare follows CMS post-stabilization requirements for all urgent and emergency hospital admissions

PROCEDURE

Troy will cover all urgent and emergency care/services without prior authorization when a Troy member experiences a medical condition with acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- Serious jeopardy to the health of the individual or, in the case of a pregnant woman, the health of the woman or her unborn child
- Serious impairment to bodily function
- Serious dysfunction of any bodily organ or part
- Troy cannot be held responsible for coverage of care provided for an unrelated non-emergency problem during treatment of an emergent condition.

Once emergency care has been provided and the member’s condition is stabilized, authorization for post-stabilization care is required. Post-stabilization care services are covered services that are:

- Related to an emergency medical condition
- Provided after a member is stabilized
- Provided to maintain the stabilized condition, or under certain circumstances (see below), to improve or resolve the member’s condition.

Providers should submit an authorization request for post-stabilization care to Troy Medicare’s Utilization Management department within 1 hour, but no later than 24 hours of stabilizing the
member’s condition. Prior authorizations cannot be submitted to Troy for review after the member has been discharged. Troy does not require out-of-network facilities to transfer members to in-network facilities, however Troy will assist hospitals in making a transfer if requested by the member or provider and if medically necessary.

Troy Health will cover post-stabilization services that are medically necessary when the services:

- Are pre-approved by Troy Medicare
- Although not pre-approved by Troy Medicare, are administered to maintain the member’s stabilized condition within one hour of the submission of a request for prior authorization of further post-stabilization care
- Although not pre-approved by Troy, services are administered to maintain, improve, or resolve the member’s stabilized condition when:
  - Troy does not respond to a request for pre-approval same day
  - Troy cannot be contacted

ATTACHMENTS/RELATED POLICIES/STANDARD OPERATING PROCEDURES

APPROVALS

Chief Medical Officer

10 / 31 / 2022

Date: