

Dear [Health Service Provider],

I hope this letter finds you well. I am writing to you as a patient suffering from a mental health condition, seeking assurance and understanding of the considerations I am entitled to from emergency providers during a psychotic episode.

As stated in the provided documents, it is clear that emergency services for the stabilization of medical emergency conditions, including mental health emergencies, are covered without the need for any prior authorization determination. It is crucial to note that during a psychotic episode, a mental health emergency condition manifests itself by acute symptoms of sufficient severity, such as severe pain, and requires immediate medical attention to prevent further deterioration.

I would like to request that you ensure the following considerations are upheld by your emergency providers when I am experiencing a psychotic episode:

1. **Prompt Access to Care:** During a psychotic episode, it is crucial that I receive urgent medical attention. I expect to receive prompt access to care and timely intervention to manage and stabilize my condition.
2. **No Limitations on Coverage:** I understand that some emergency providers may not have a contractual relationship with my insurance plan. However, I expect that my insurance plan covers emergency department services without imposing any limitations or requirements for prior authorization of services. It is essential that I receive the necessary care, even if the provider does not have a direct contract with my insurance plan.
3. **Respect for Confidentiality:** I trust that my confidential medical record will be treated with the utmost respect and privacy, in accordance with the applicable laws and regulations. Confidentiality is vital to ensuring that my mental health condition is appropriately managed and that I am not subject to unnecessary stigma or discrimination.
4. **Consideration of the Severity of Symptoms:** As a person experiencing a mental health emergency, I urge you to ensure that emergency providers possess an average knowledge of psychiatric conditions, allowing for a prudent assessment of the severity of my symptoms. It is crucial that they understand the potential risks and consequences of delayed or inadequate medical attention during a psychotic episode.

I kindly request that you review and share this letter with your emergency providers to ensure they are aware of my entitlements and the importance of providing appropriate care during a psychotic episode. I appreciate your attention to this matter and your commitment to upholding the standards outlined in the relevant documentation.

Thank you for your understanding and support. I trust that together we can work towards ensuring the best possible care and outcomes for patients facing mental health emergencies.

Sincerely, [Your Name]