



Utilization Management Redesign Pilot

Transitioning To a Centralized UM Model

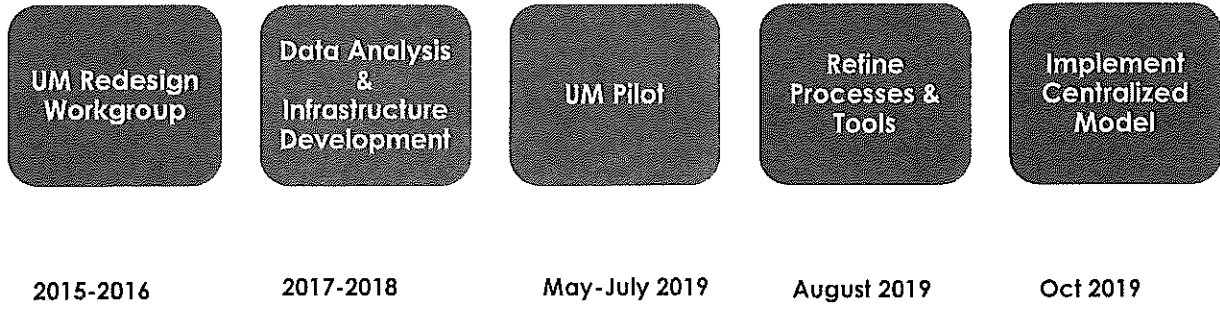
Tom Seilheimer
Sarah Bowman



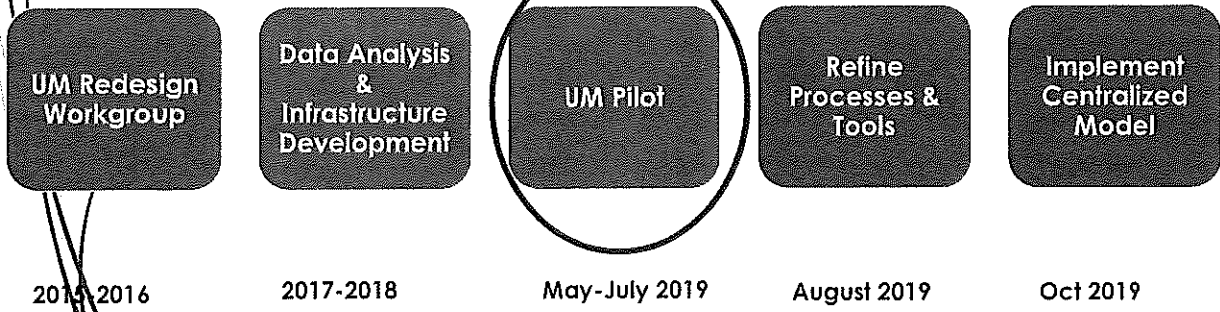
Why?



Region 10 UM Redesign Efforts



Region 10 UM Redesign Efforts



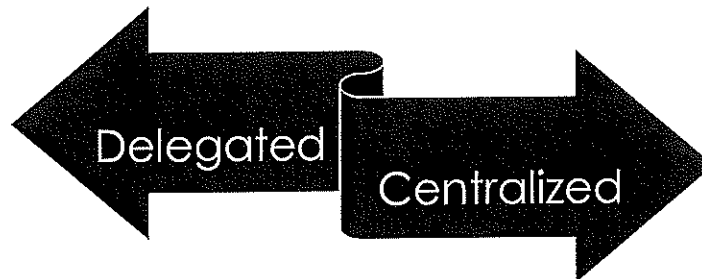


What is included in UM functions?

1. Access and Eligibility Determination
2. Level of Care/Service Authorization Guidance
3. Authorization (prospective, concurrent, retrospective)
4. Utilization Review
5. Care Management

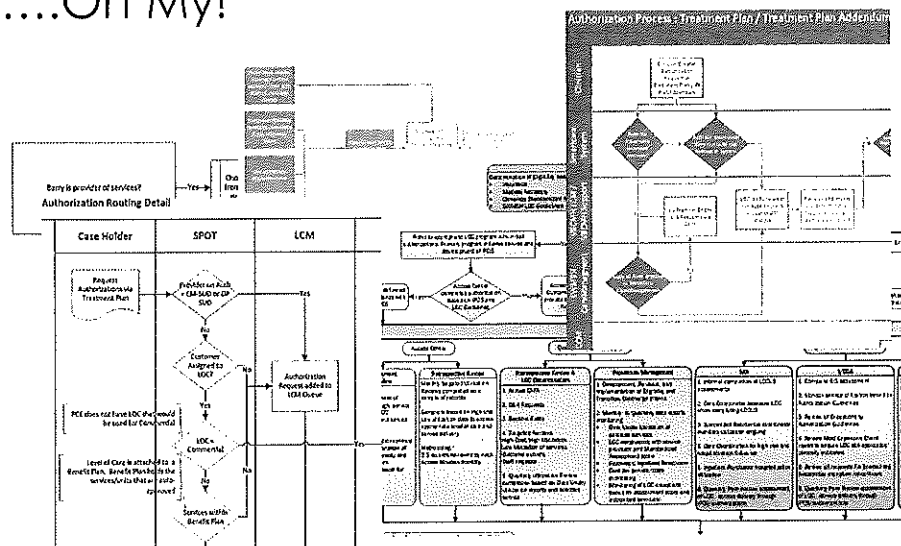


Region 10 – Looking back, looking forward...



October 2019

Flow Charts and Processes and Maps...Oh My!



Authorizations in the Delegated Model

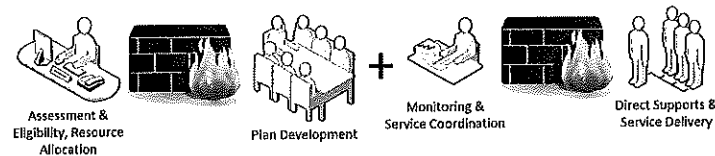
- For many CMHSPS, "authorization" is described as data entry process
- Auth approval frequently appears synonymous with supervisor approval of IPOS
- Some services (CLS, respite, etc.) require additional oversight/committee/UM review at CMHSP, but not consistent

Goals of Centralized UM Model

- Improve experience of care by providing a **consistent** regional benefit
- Remove the burden of UM review from CMH supervisors and **increase capacity** for other supervisory duties
- Demonstrate compliance with MDHHS/PIHP contract requirements, 42CFR 440.230(d)

Federal Considerations

- Parity Rules – consistent standards, equitable access – Statewide PIHP Parity Group
- Compliance requirements - protection from Conflict of Interest and Firewalls between the Assessment, authorization decision & service



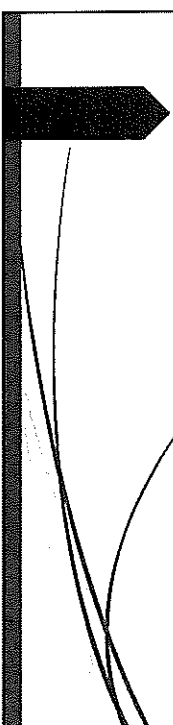
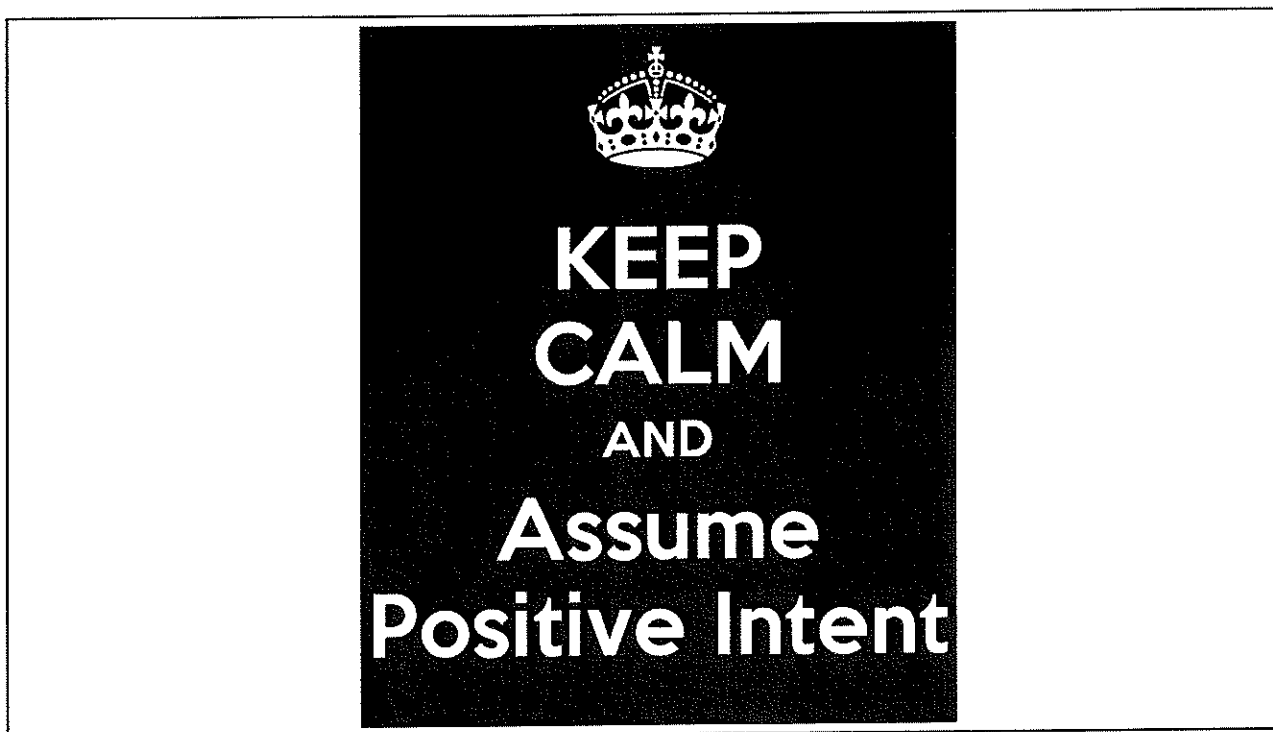


State Considerations

- State messaging re: **how scope, duration and intensity** of service decisions are made within a program/CMHSP
- Need for “**consistent benefit**” across region
- Efficiencies –centralized vs decentralized models

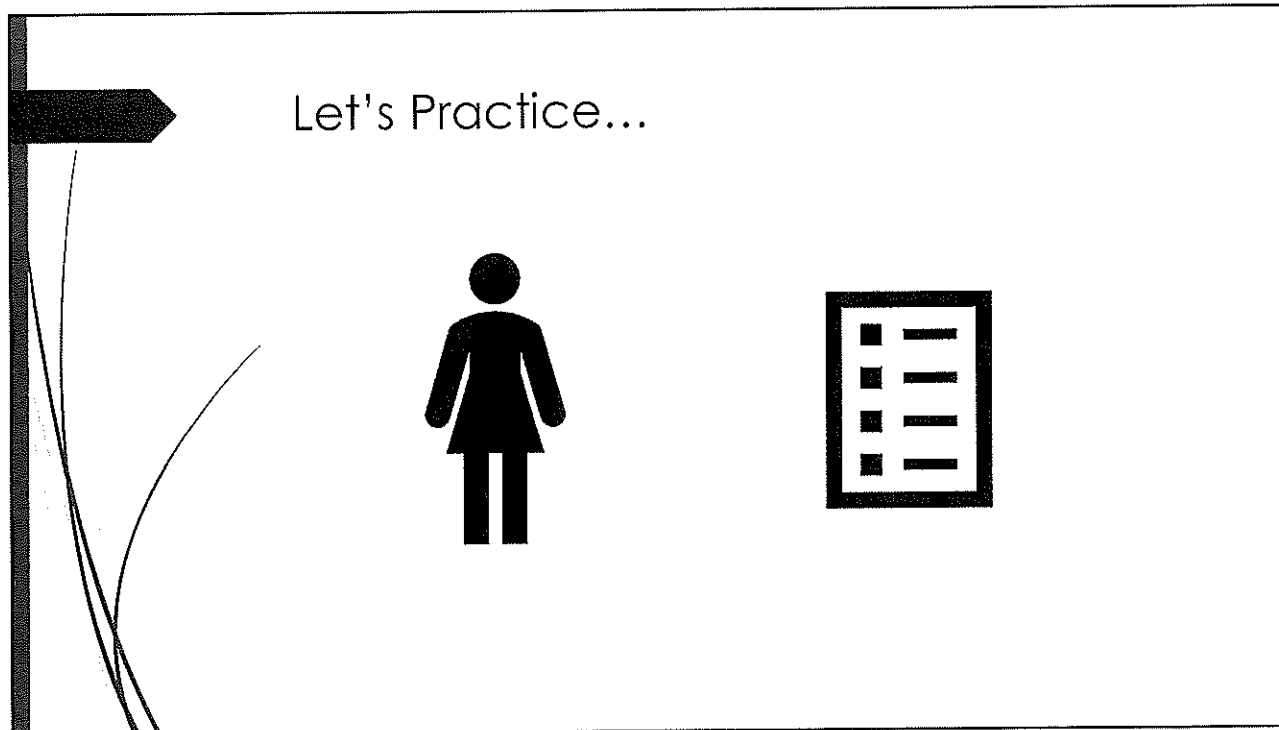
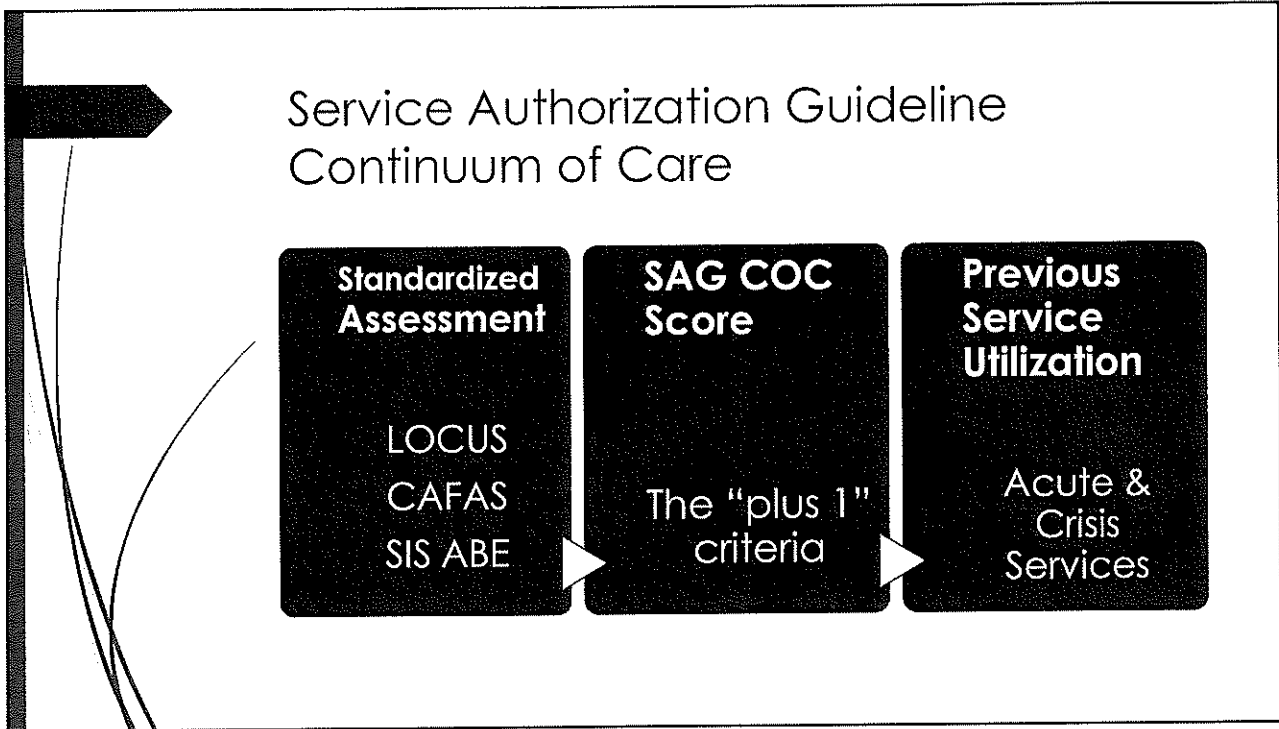
WE NEED YOU!

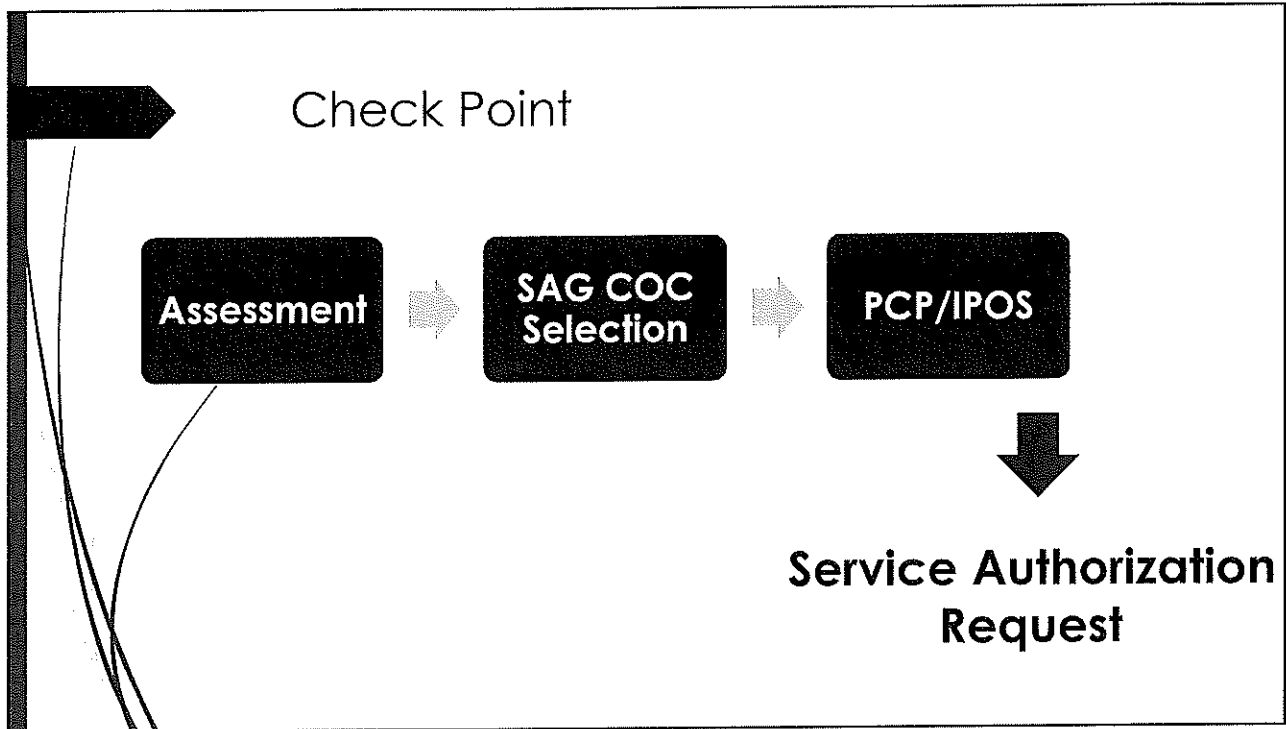




UM Pilot Overview

Who? <ul style="list-style-type: none">■ CMHSP Caseholder■ Reg 10 UM Clinician■ CMHSP SharePoint Designee	What? <ul style="list-style-type: none">■ Service Authorization Guideline Continuum of Care■ Service Grid■ Service Exception Request■ Shared Repository for Documents - SharePoint
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Recommendations, Not Rules

- Assessments may be used to inform the PCP process, but is not a substitute for the process.

-MDHHS/PIHP Contract Attachment P4.4.1.1

Grid Navigation Tips










- One tab per population; select the appropriate population

17	Family Therapy	SED - Severe	9084X
18	Group Therapy	SED - Minimal	90853
19	Group Therapy	SED - Moderate	90853
20	Group Therapy	SED - Serious	90853

	MI	SED	IDD Adult	IDD Child
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Grid Navigation Tips

-  Service Group Name  Minimum Units
-  SAG COC  Maximum Units
-  H2015 Procedure Codes  Remaining Duration
-  Unit Type  Max Units for Remaining Duration
-  Max Duration

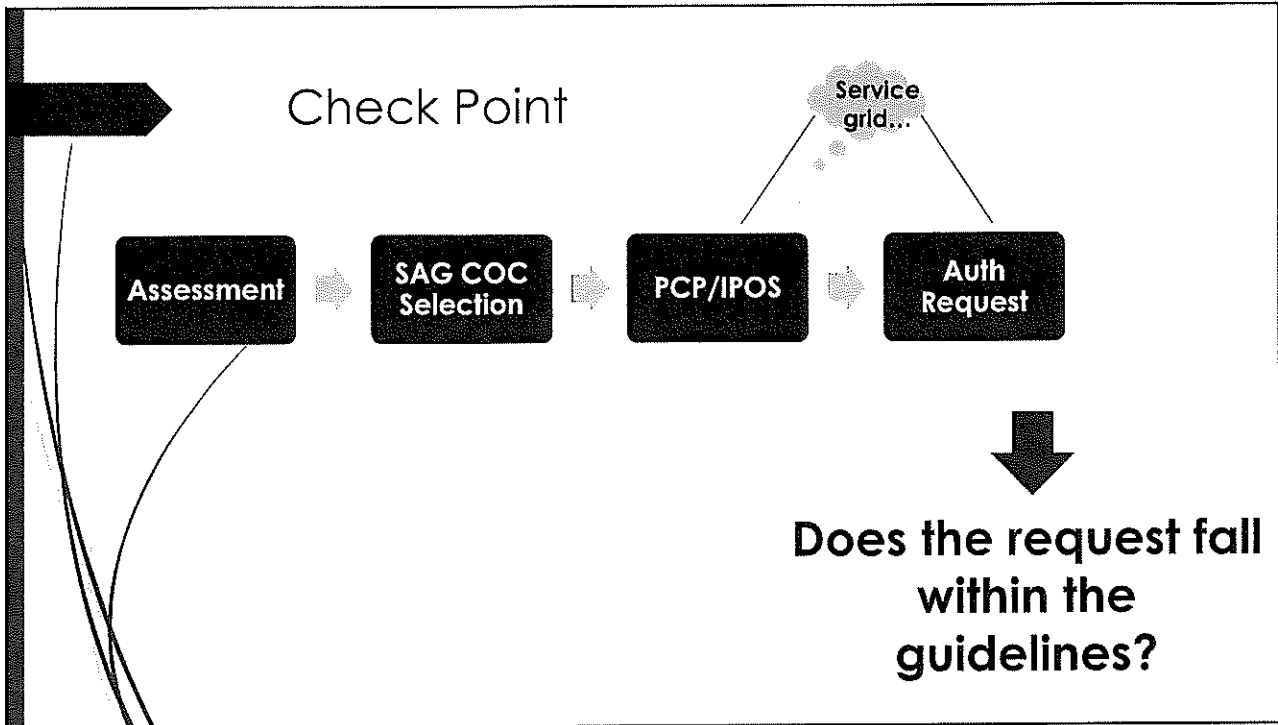
Grid Navigation Tips

- Filter by Service Authorization Guidelines Continuum of Care (SAG COC) in Column B

Service Group Name	SAG COC	Procedure Codes	Unit Type
Behavioral TP Monitoring	SED - Minimal	H0032 TS	Encounter
Behavioral TP Monitoring	SED - Moderate	H0032 TS	Encounter
Behavioral TP Monitoring	SED - Serious	H0032 TS	Encounter
Behavioral TP Monitoring	SED - Severe	H0032 TS	Encounter

Service Grid Webinar

Save the date!!
May 22nd 9-10am



Service Exception Request

Identifying Information:

Service Exception Request Rationale:

BRIEF

Service Exception Request

Do...

- ▶ Be concise
- ▶ Provide clear evidence why service is medically necessary
 - Issues that impacted selection of SAG COC category (atypical conditions/issues)
 - Risks
 - Benefits

Don't...

- ▶ Rewrite the biopsychosocial assessment
- ▶ Simply state "---- service is medically necessary"

Let's Practice

- ▶ Scenario 1: Seth is a 30-year old man diagnosed w/schizophrenia. You selected a **moderate SAG COC** category. You are requesting **100 units of TCM** within the next 12 months.
- ▶ Scenario 2: Laura is a 12-year old girl diagnosed w/oppositional defiant disorder, with a **CAFAS score of 60**. You selected a **moderate SAG CO**. You are requesting **wraparound** services.
- ▶ Scenario 3: Derek is a 49-year old man diagnosed with an intellectual impairment, with a **SIS ABE score of 25 (Med 4, Beh 4)**. You selected a **serious SAG COC category**. You are requesting **4500 units of CLS** within the next 12 months.

How will we exchange information?

SharePoint



Use of SharePoint



UM Redesign
Private group

Search this site

+ New Page details

- Home
- Conversations
- Documents
- Notebook
- Pages
- Site contents
- Recycle bin
- Edit

Documents > Lapeer

+ New Upload Share Copy link

- Name
- Lapeer SAG COC
- Lapeer SER
- Lapeer UM Disposition
- Pilot Documents

What do I need to do?



Complete SAG COC worksheet



Store it securely



Complete Tx Plan/IPOS

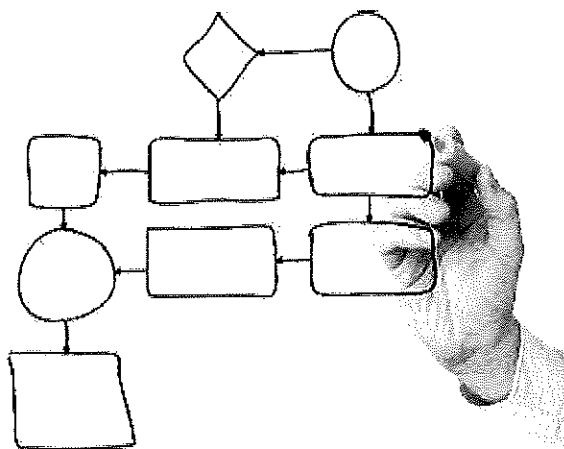


Determine if SER needs to be completed



Turn in form to SharePoint designee

SharePoint – Homework Assignment





Success Measures

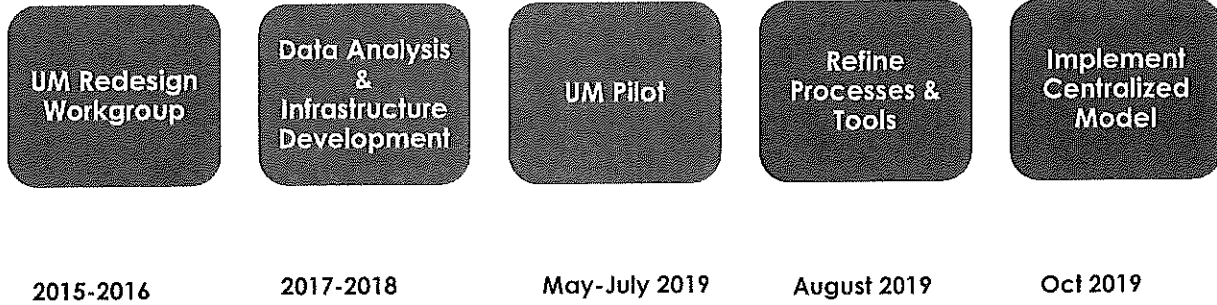
- ▶ % of cases for which all services requested fell w/in approved ranges
- ▶ % of cases for which UM approved the Service Exception Request
- ▶ % of service authorization appeals that were resolved
- ▶ CMHSP satisfaction (via input from UMC rep)
- ▶ Consumer feedback (if available)
- ▶ Region 10 UM staff satisfaction



Monitoring of Pilot

- ▶ Region 10 CCO
- ▶ Implementation Workgroup
 - Reg 10 CCO
 - Reg 10 UM Staff
 - CMHSP UMC Rep
 - Other pilot participants as needed
- ▶ Monthly review at UMC
- ▶ End-of-pilot report

Region 10 UM Redesign Efforts



Confidence Ruler

