Utilization Management 101

- Utilization management typically includes the following functions: 1) access and eligibility determination, 2) utilization management protocols, 3) service authorization, and 4) utilization review.

-MDCH (MDHHS) Application for Participation 2013
The Why

- Improve experience of care by providing a consistent regional benefit
Next Steps

Pilot Implementation May-July
Learning: Refine Process and Tools Aug-Sep
Centralized UM Oct
Refine Model 2020-2021
Check Point

Assessment → SAG COC Selection → PCP/IPOS → Auth Request

Does the request fall within the guidelines?
Assessments may be used to inform the PCP process, but are not a substitute for the process.

-MDHHS/PIHP Contract Attachment P4.4.1.1
Where did these numbers come from?...

- FY17 encounter data
- Medicaid manual requirements
- Clinical judgement
  - Assume positive intent
  - Do no harm
    - Individual and System level
But I don’t see.....

- Codes not included in the pilot grid:
  - Crisis Services (inpatient, crisis residential, crisis intervention, crisis stabilization, etc.)
  - Treatment Planning
  - Assessments
  - Autism Codes
  - Telehealth
  - Behavior Tx Plan Review
Grid Navigation Tips

- One tab per population; select the appropriate population
Grid Navigation Tips

- Service Group Name
- Minimum Units
- SAG COC
- Maximum Units
- 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

<table>
<thead>
<tr>
<th>Service Group Name</th>
<th>SAG COC</th>
<th>Procedure Codes</th>
<th>Unit Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral TP Monitoring</td>
<td>SED - Minimal</td>
<td>H0032 TS</td>
<td>Encounter</td>
</tr>
<tr>
<td>Behavioral TP Monitoring</td>
<td>SED - Moderate</td>
<td>H0032 TS</td>
<td>Encounter</td>
</tr>
<tr>
<td>Behavioral TP Monitoring</td>
<td>SED - Serious</td>
<td>H0032 TS</td>
<td>Encounter</td>
</tr>
<tr>
<td>Behavioral TP Monitoring</td>
<td>SED - Severe</td>
<td>H0032 TS</td>
<td>Encounter</td>
</tr>
</tbody>
</table>
Let’s Practice…

Meet Josh

- 12 years old
- CAFAS score of 90
- SAG COC score of 14
- Average of 2 crisis interventions/month

SAG COC Category: Severe
Q & A Session