Region 10 Service Grid Webinar

Tom Seilheimer

Jenna Dietsch
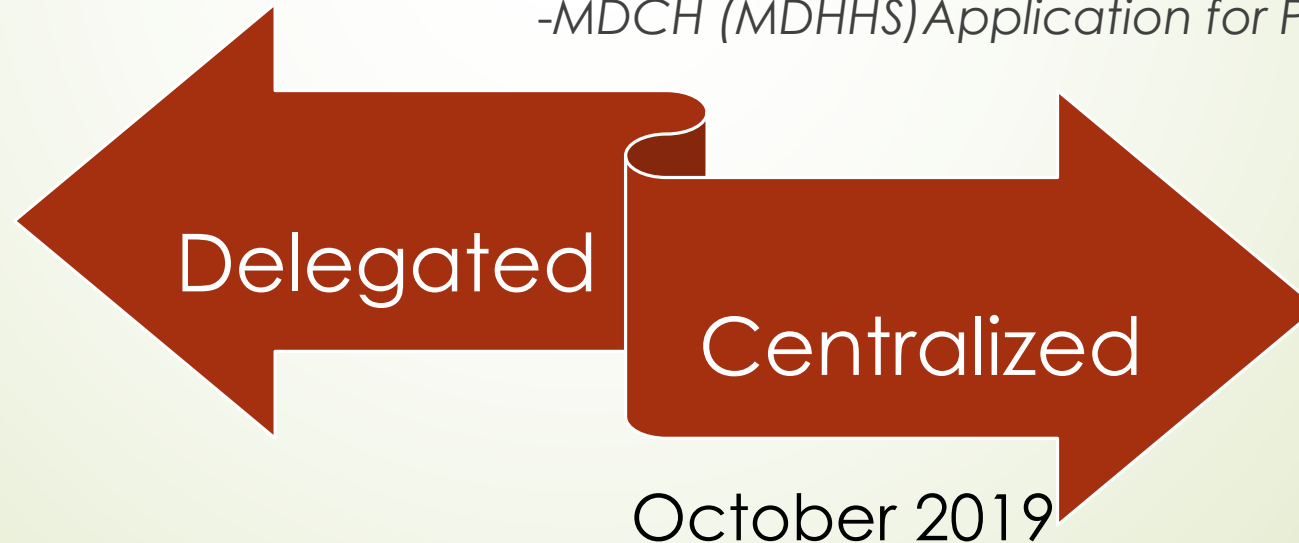
Sarah Bowman

May 22nd 2019

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.

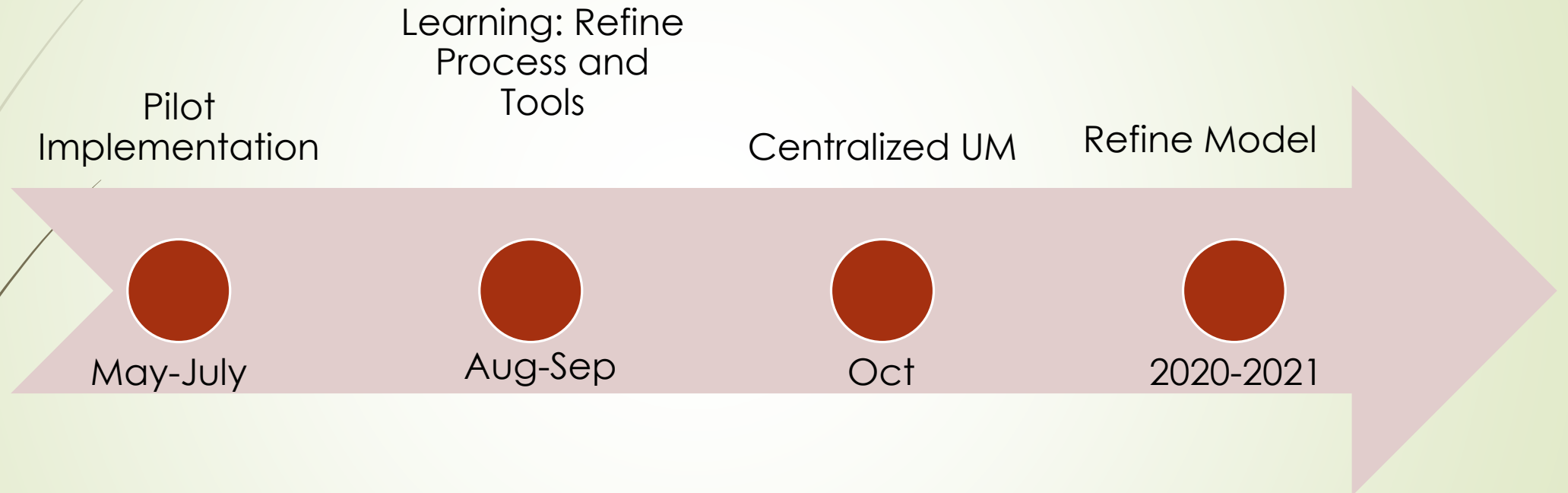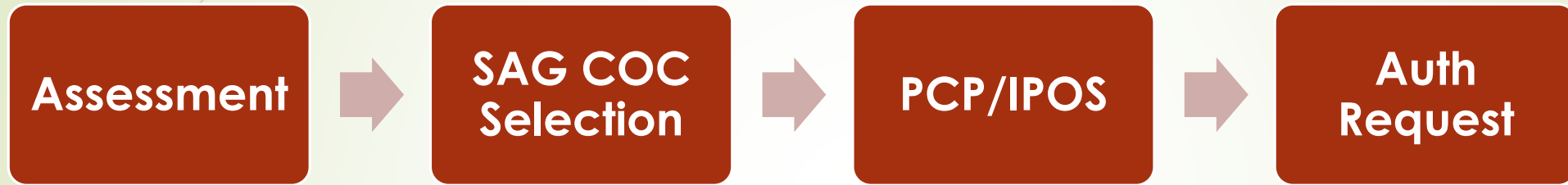*-MDCH (MDHHS)Application for Participation 2013*

Delegated

Centralized

October 2019

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

Service grid…

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

Does the request fall within the guidelines?

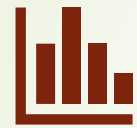# Recommendations, Not Rules

▶ 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

  o 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
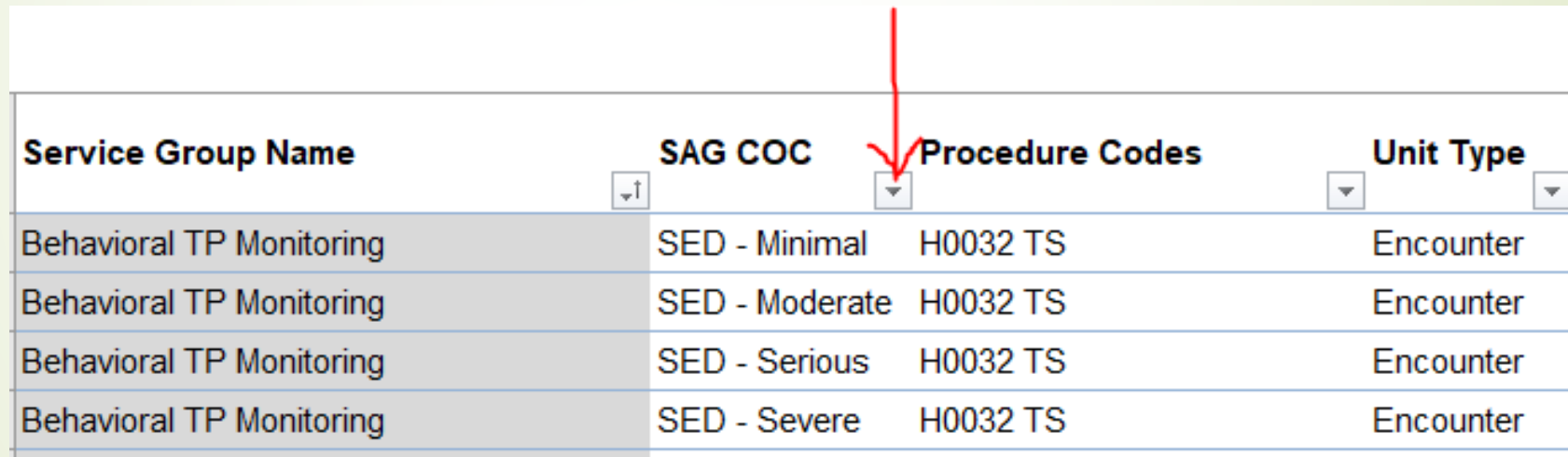
H2015 Procedure Codes

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

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