



# Utilization Management and Quality Programs

**Nevada Health Solutions**

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## **Executive Summary**

The mission of Nevada Health Solutions (NHS) is to ensure consistent delivery of the highest quality healthcare and optimum patient outcomes. This is accomplished through the establishment of an integrated multidisciplinary team of healthcare professionals coordinating clinical and administrative services.

Nevada Health Solutions Utilization Management Program is multi-dimensional and operates to direct and monitor the use and quality of health care services provided to its patients. The program includes pre-services, concurrent and retrospective review, and evaluation of the utilization of services provided to patients.

The Program is structured to assure that medical decisions are made by qualified health professionals using written criteria based on sound clinical evidence. The model is patient centric and empowers the patients with knowledge that allows them to become more active participants in health care decisions.

The philosophy, purpose, scope, structure, and tools of the program are outlined in the Utilization Program Description. The following summary highlights some of the primary function of the UM Program that serves to ensure a patient's easy access to the most appropriate and efficient quality care to promote improved health outcomes.

# **Nevada Health Solutions Utilization Management Program**

## **INTRODUCTION**

The Utilization Management Program is designed to optimally manage healthcare resources to maximize the cost effectiveness and quality of the care provided to patients. It is designed to promote fair, safe, and consistent utilization management decision-making. The Program is under the clinical supervision of the Medical Director, a Nevada licensed physician and the Senior Director of Medical Management, a Nevada licensed RN, both providing support to develop and implement the program. The Program is updated as necessary and is evaluated and approved annually by the Utilization Management Committee and the Quality Committee.

The following summary highlights some of the primary functions of the Utilization Management Program that serves to ensure patients' easy access to the most appropriate and efficient quality care to promote improved health outcomes.

## **PURPOSE**

The purpose of the Utilization Management Program is to provide a comprehensive, integrated process that ensures patients in all age groups from newborn to geriatrics receive timely, safe, and appropriate medical care in the most efficient and cost-efficient manner. The Program provides a comprehensive process of review of inpatient and outpatient medical services for self-funded and commercial plans as contracted. This process assures the delivery of medically necessary, optimally achievable, quality patient care through appropriate utilization resources in a cost effective and timely manner. The focus of the Program is to ensure efficiency and continuity by identifying, evaluating, monitoring and correcting elements that affect the overall effectiveness of the utilization management process. The Program's activities are developed and implemented in compliance with state and federal regulations.

Moreover, in order to continually assess and improve the quality of care available to patients, the Program interfaces with the Quality Committee to facilitate the achievement of its goals and objectives.

## **GOALS**

The goals of the Utilization Management Program are to:

- A. Provide a system that ensures medical services are delivered at an appropriate level of care in a timely, effective, and efficient manner. Medical services for both inpatients and outpatients include all medically appropriate services.
- B. Provide patients with equitable access to care across the network

- C. Ensure that qualified health professionals using appropriate clinical information and evidence-based criteria sets make appropriate utilization management decisions
- D. Continually monitor, evaluate, and optimize health care resource utilization by applying utilization management policies and procedures to review medical care and services
- E. Educate contracted providers on the policies and procedures of the Utilization Management Program and ensure compliance with policies, procedures, goals, and objectives
- F. Comply with all applicable federal and state laws, regulation and accreditation requirements including the State of Nevada Department of Insurance and the Department of Labor
- G. Establish processes to collect and periodically monitor data, implement interventions, and measure results of the interventions for effective strategies to achieve appropriate utilization
- H. Monitor utilization of practice patterns of contracted providers and identify variations
- I. Conduct medical review of all potential denials of services, excluding denials due to non-eligibility and benefits
- J. Provide all medically necessary care within the contracted network of providers whenever possible
- K. Continually improve utilization criteria bases on outcome data and review of the medical literature
- L. Maintain responsibility for delegation utilization management activities by ensuring appropriate oversight of delegated entities

## **SCOPE**

The Utilization Management Program is designed to monitor, evaluate, and manage the quality and cost of healthcare services delivered to patients. This Program provides for fair and consistent evaluation of medical necessity and care through use of nationally accepted and internally developed clinical practice guidelines.

Utilization management activities are developed, implemented, and conducted by the Medical Management Department under the direction of the Senior Director of Medical Management and the Medical Director. The utilization management staff performs specific activities, and all are qualified, experienced, licensed nurses and other health care professionals. Specific functions performed include:



- A. Prospective, concurrent, and retrospective utilization review for medical necessity, appropriateness of hospital admission, level of care and continued inpatient confinement daily. This review is performed cooperatively with the personnel at the facility, attending physician(s) and any associated health care personnel that can provide information that will substantiate medical necessity and level of care.
- B. Discharge planning in coordination with discharge planning personnel or appropriate case management personnel at the facility providing care for the member
- C. Review inpatient and outpatient utilization data to determine appropriateness of member and provider utilization patterns
- D. Review certifications requests including, but not limited to, skilled nursing care, home health care, durable medical equipment, ambulatory surgery, ambulatory diagnostic, and treatment procedures such as Physical, Occupational and Speech Therapy and ensuring requests are within clients benefit plan.

## **UTILIZATION MANAGEMENT REVIEW PROCESSES**

The following describes the utilization management review processes, including general overview, prospective, concurrent, and retrospective review.

### **GENERAL OVERVIEW**

#### **ACCESS TO REVIEW STAFF**

Nevada Health Solutions (NHS) provides access to its review staff by a toll-free number 855-392-0778 or 855-487-0353 or telephone number 702-216-1653. To meet the needs of our clients, NHS will be available between the hours of 9 am to 5:00 pm of each normal business day in our client's time zone. NHS hours of operation does not include weekends and holidays and therefore, all UR requests will be processed on the next business day.

#### **REVIEW SERVICE COMMUNICATION AND TIME FRAMES**

##### ***Hours to Receive Communication***

Nevada Health Solutions receives communications from providers and patients during the business day and after business hours. Mechanisms for receipt of communications include telephone, facsimile, email, and provider web portal.

##### ***Response to Communication***

Nevada Health Solutions responds to communications within one business day.

### ***Outgoing Communication***

Nevada Health Solutions conducts its outgoing communications related to utilization management during providers' reasonable and normal business hours, unless otherwise mutually agreed.

## **REVIEW SERVICE DISCLOSURE**

### ***Required Self-Identification***

Members of the utilization review staff, when answering the telephone, identify themselves by first name, job title and the name of Nevada Health Solutions.

### ***Information Regarding Utilization Management and Procedures***

Upon request, members of the utilization review staff verbally inform patients, facility personnel, attending physicians, other ordering providers and other health professionals of Nevada Health Solutions' utilization management requirements and procedures.

## **ON-SITE REVIEW REQUIREMENTS**

### ***Reviewer Identification***

Members of the utilization management staff conducting an onsite review will carry a picture ID with his/her first name, last initial and the name of Nevada Health Solutions.

### ***Scheduling Review***

If required, members of the utilization management staff conducting on an onsite review will schedule such onsite reviews at least one business day in advance, unless otherwise agreed and documented.

### ***Facility Procedures***

Members of the utilization management staff conducting an onsite review will follow reasonable hospital or facility procedures, including checking in with designated hospital or facility personnel if required.

## **INITIAL SCREENING**

When a request for certification is received by Nevada Health Solutions, an intake coordinator conducts an initial screen of the request. That screening includes the collection and transfer into the database used by Nevada Health Solutions to process such requests.

### **Pre-Review Screening Staff Oversight**

Intake Coordinators have ready access to licensed health professionals while performing initial screening. Such access includes any of the following modalities: in person, telephone, email and/or via the clinical decision support tool being used to support the utilization management function.

### **Pre-Review Screening Non-Certification**

Nevada Health Solutions does not issue non-certifications based on initial screening.

## **INITIAL CLINICAL REVIEW**

### **Initial Clinical Reviewer Qualifications**

Nurse Reviewers are appropriate health professionals and possess an active professional State of Nevada license and other states as required.

### **Initial Clinical Reviewer Resources**

Nurse Reviewers have access to a licensed Doctor of Medicine or Doctor of Osteopathic Medicine.

### **Non certification**

Nevada health Solutions does **not** issue non-certification based on initial clinical reviews.

## **PEER CLINICAL REVIEW AND INITIAL UTILIZATION MANAGEMENT DECISION**

### **Peer Clinical Review Cases**

Nevada Health Solutions conducts peer clinical reviews for all cases where a certification is not issued through initial clinical review or initial screening.

### **Peer Clinical Reviewer Qualifications**

Peer clinical reviewers are a Doctor of Medicine or Doctor of Osteopathic Medicine holding a valid and unrestricted license in the state of Territory of the US. Moreover, the Peer Clinical Reviewer is located in a state of territory of the US when conducting review and when appropriate in the same licensure category as the ordering provider. The Peer Clinical Reviewers are qualified, as determined by the medical director to render a clinical opinion about the medical condition, procedures, and treatment under review.

## UTILIZATION MANAGEMENT REVIEW PROCESS

### Prospective Review Process (Pre-service – Urgent and Non-Urgent)

The prospective review process ensures that no service is rendered to a patient prior to determining both the medical necessity of the service as well as the coverage limits of the patient's benefit plan.

All Prospective reviews include:

- Prior Authorization
- Step Therapy i.e., Physical Therapy prior to surgery
- Preadmission review
- Pretreatment review
- Utilization Care Management

### Safety Issues

During the Prospective Review Process, clinical staff will also analyze information provided for potential safety or medical errors. Clinical reviewers will screen information for the following potential safety issues (but not limited to):

- Adverse drug interactions
- Contraindicated or inappropriate treatment
- Conservative treatment not addressed or ruled out

If a safety issue is identified, the clinical reviewer will forward the case and information to the Medical Director and the Senior Director of Medical Management. After researching the potential safety issue, they will determine further action(s) needed to be taken or refer the case/information to the appropriate entity or authority for further action.

### Prior Authorization

#### Decision Timeframes

Utilization decisions are made as soon as possible for cases involving urgent care, but no later than 72 hours of the receipt of request. Non-urgent cases are determined within fifteen (15) calendar days of the receipt of the request, except for those members living in the State of Kentucky (see addendum A)

Oral notification of the decision is given to the requesting provider and patient (only if denied) by the next business day that the decision is made. Electronic, verbal, or written notification of the determination of denial with appeal rights is given within one (1) business day.

### ***Inpatient Services***

Nevada Health Solutions requires pre-authorization of all admissions (pre-services and urgent). Failure to authorize admission may result in payment denial. Nevada Health Solutions must receive notification of an emergency admission within 24 hours of the admission date. Nevada Health Solutions considers a request made while a member is in the process of receiving care to be an urgent concurrent request if medical care requested meets the definition of urgent, even if Nevada Health Solutions did not previously approve the earlier care. Therefore, these admissions will have an oral decision from Nevada Health Solutions within seventy-two hours (72) hours of the request. In cases where the request for health care services comes from a practitioner, Nevada Health Solutions sends the request for additional information to the practitioner. If the request is denied, Nevada Health Solutions orally communicates the denial to the facility, patient and provider within 24 hours of the request followed by a letter with appeal rights to the patient, facility and provider within one (1) calendar day of the oral notification. Patients are not notified of denial of they have no financial responsibility per their plan.

### ***Outpatient Services***

1. All outpatient procedures (i.e. surgery, DME, home health, non-routine radiological test) require pre-authorization from Nevada Health Solutions. Urgent requests follow the procedure as outlined above.
2. Decisions for non-emergent or non-urgent procedures are rendered within fifteen (15) calendar days of the request.

### ***Emergency Room Visits***

Patients may seek emergency care as needed at participating and non-participating facilities

### ***Concurrent Review Process***

The concurrent review process ensures that the ongoing care provided to a patient is reviewed on a periodic basis to ensure the continued need for acute care and that the care is in conformance with the patient's plan benefits.

### ***Objectives***

The objectives of the concurrent review process include the following:

1. To ensure the length of treatment is medically necessary and appropriate based on medical record documentation
2. To ensure urgent and emergent treatment for medical necessity is in accordance with program criteria
3. To identify services provided by non-contracted providers to determine medical necessity and appropriateness of services
4. To ensure follow-up services and/or continuing care needs are met and are in compliance with plan policies regarding covered benefits.

## Procedures

Nevada Health Solutions staff orally notifies the provider, patient and facility of approval or denial status within twenty-four (24) hours of reviewing admission. Communication of a non-certification decision is given on the day prior to the start of a non-certified day (unless specific certified days were agreed upon with the physician and/or patient). Patients, facilities and practitioners assume continued approval in the absence of notification. If days are denied, non-certification letters are sent to the physician, patient only if patient has financial responsibility and the hospital within one (1) calendar day of the oral notification to deny services.

The Medical Management Utilization Department will be responsible for the following activities in the concurrent review process:

1. Obtaining medical updates for purposes of reviewing patients for continued care and providing updates to the Medical Director
2. Coordinating with the hospital utilization review and discharge planning staff to arrange for follow-up and transition to the outpatient setting.
3. Notification to hospital case management/utilization review personnel of total number of extended days, next anticipated review, total days certified and date of admission during our normal business hours.

## Retrospective Review Process

The retrospective review process is employed in cases where clinical information could not be obtained during the patient's hospitalization or emergency department visit. Clinical information is not reviewed for retrospective denials for urgent pre-service requests after UM hours. If the post service review is denied, non-certification letters are sent to the physician, patient and the hospital's Utilization Management Department within thirty (30) calendar days of the request.

## Objectives

1. To determine medical necessity, compliance with the health plan's benefits and appropriateness of services rendered by the providers
2. To identify and address UM program compliance issues
3. To identify possible quality issues and refer them to the Medical Director/and or the Sr. Director of Medical Management
4. To report changes and outliers in participating provider practice patterns to the Medical Director and Quality Committee
5. To provide a mechanism for education of providers/patients, feedback to providers and corrective action



## **Procedures**

The Medical Management Utilization Department is responsible for the following activities in the retrospective review process and making determinations based solely on the medical information available to the practitioner/provider at the time the medical care is provided:

1. Reviewing request against established guidelines in order to determine medical necessity, benefit compliance and appropriateness of services provided

## **Patient Safety Issues Identified During Review Process**

Utilization Management staff may identify actual and/or potential quality issues during utilization review activities, including prospective review. These issues are referred to the Senior Director and Director of Medical Management as well as the Medical Director to address quality issues for further investigation, follow-up and resolutions.

## **GUIDELINES & CRITERIA FOR DETERMINATIONS**

Nevada Health Solutions utilizes nationally recognized guidelines in making medical necessity and experimental/investigational determinations, and in monitoring the quality of care provided to the patients.

## **MEDICAL NECESSITY DEFINITION**

Medically necessary health care services mean health care services that a provider would render to a patient for purposes and preventing, diagnosing, or treating an illness, injury, disease or its symptoms in a manner that is:

- In accordance with generally accepted standards of medical practice; and
- Clinically appropriate in terms of type, frequency, extent, duration and place of service

## **MEDICAL NECESSITY CRITERIA**

The Utilization Management Program is conducted under the administrative and clinical direction of the Senior Director of Medical Management, the Medical Director and, if indicated the Medical Advisory Committee. External Clinical Review Criteria include the current version of MCG (formerly known Milliman Care Guidelines). Resources used for medical literature review include UpToDate.com, National Institutes of Health (nih.gov), National Comprehensive Cancer Network (nccn.gov) and their reference lists. In addition, Internal Clinical Review Criteria are developed when the Medical Director determines existing clinical review criteria are inadequate. When needed, the Medical Director convenes a panel of providers (Medical Advisory Committee) with current knowledge relevant to the subject involved with the criteria to be developed.

It is Nevada Health Solutions policy that all medical appropriateness/necessity criteria are developed, reviewed and approved by the Medical Director and, if indicated the Medical Advisory Committee, prior to implementation. Moreover, as part of the review of the Utilization Management Program, all criteria are reviewed and updated as needed, but no less than annually, and are documented in the Utilization Management Committee minutes. Providers are advised annually that criteria are available upon request. Internally developed criteria and a general list of services that require prior authorization are also available upon request and on Nevada Health Solutions' website. The individual needs of the patient and the resources available within the local delivery system are considered when applying Utilization Management criteria.

### **Inpatient Certification**

The Utilization Management Program uses the current version of the Milliman Care Guidelines® clinical decision support tools for treating specific patient conditions with appropriate levels of care to gain optimal progression toward discharge or transition. Developed by clinical experts at MCG (formerly Milliman Care Guidelines LLC), Hearst Health Network, the Care Guidelines provide a focused summary of the current best evidence, reflecting the actual practices of care providers throughout the United States, as well as the latest medical literature. The guidelines are reviewed and updated by MCG annually. They are designed to be used along with health care professionals' clinical judgment.

### **Outpatient/Other Certification**

Where it exists, the current version of MCG is used to determine medical necessity for outpatient services. When absent from MCG criteria sets, internal criteria for certification are based on current evidence-based medical literature.

When absent from MCG criteria sets, other criteria and/or internal criteria for certification are based on current evidence-based medical literature

At least annually, the criteria are reviewed by the Medical Director and, if indicated the Medical Advisory Committee. The criteria are used by the Utilization Management staff during the prior authorization process. The internally developed criteria are available upon request and on Nevada Health Solutions' website.

### **Diagnostic Imaging**

The current version of the MCG Criteria is used as the basis for authorization of the following elective, outpatient imaging studies including but not limited to Magnetic Resonance Imaging (MRI), Positron Emission Tomography (PET Scan), Diskography or Computed Tomography Angiogram (CTA)



## **Durable Medical Equipment**

Where it is applicable, the current version of the MCG is used to determine medical necessity for Durable Medical Equipment. At least annually, the criteria are reviewed by the Senior Director of Medical Management, Medical Director and, if indicated the Medical Advisory Committee.

## **Transplant**

It is Nevada Health Solutions' policy that all requests for organ transplants be reviewed by the Medical Director (Medical Consultant) and Utilization/Case Manager with patients directed to the most appropriate transplant facility for evaluation based on benefits.

Once the patient has been approved, the patient is enrolled in the United Network for Organ Sharing (UNOS). The patient's acceptance into UNOS serves as Nevada Healthcare management medical necessity determination.

All members that are approved for transplant are followed closely by Utilization Management staff and the Medical Director. The purpose is to ensure ongoing medical necessity for transplant.

## **New Technology Assessment**

Nevada Health Solutions investigates all requests for new technology or a new application of existing technology using the HAYES Medical Technology Directory® and the California Technology Assessment Forum (CTAF) as guidelines to determine whether the new technology is investigational in nature. If further information is needed Nevada Health Solutions utilizes additional sources, including Medicare and Medicaid policy, Food and Drug Administration (FDA) releases and current medical literature. This includes medical and behavioral health procedures and devices.

If the new technology or new application of an existing technology is addressed in the above documents, the information is taken into consideration by the Medical Director at the time of benefit determination. If the new technology or new application of an established technology is not addressed in the above documents, the Medical Director may confer with an appropriate specialist consultant for additional information. The decision is based on safety, efficacy, cost, and availability of information in published literature regarding controlled clinical trials. If a decision cannot be made, a committee of specialist may be convened to review the new medical technology and make a recommendation to the Medical Director.

## **CONSISTENCY OF APPLICATION OF UTILIZATION DECISION CRITERIA**

Nevada Health Solutions evaluates consistency of application of decision criteria through:

- I. The Medical Director in cooperation with the Utilization Management Committee oversees the coordination of training and education programs that provide the utilization management staff and physician reviewers with the required knowledge and skills needed to manage utilization related issues.
- II. Administrative staff will provide education sessions for staff in order to promote continual professional growth concerned with utilization management.
- III. Periodic audits are performed to review determinations against criteria for medical necessity; moreover there are supervisor's periodic review of determinations and weekly UM rounds attended by UM staff members and Medical Director to evaluate determinations and problem cases.
- IV. Appropriate action plans are developed as necessary.
- V. The Medical Director and Utilization Management Committee annually perform review of Utilization Management Physician Leader (Consultants) determinations.
- VI. Provider education regarding appropriate utilization is initiated as needed. Education will be coordinated with the appropriate physician leader(s) and Medical Director.
- VII. Results of the provider education are assessed at appropriate intervals.

## **INTERRATER RELIABILITY**

Nevada Health Solutions reviews and assesses the consistency of personnel involved in making utilization review determinations using Utilization Management criteria, no less than annually. This process includes physicians and non-physicians determinations. Cases are reviewed at identified intervals as part of a group educational process; these include but are not limited to at least weekly UM rounds to evaluate determinations and problem cases. When inconsistencies or areas of improvement are identified, processes and/or interventions are developed or revised, and implemented after staff education is provided. Monitoring of these improvements occurs during weekly rounds.

The goals of interrater reliability include, but are not limited to:

- Minimizing variation in the application of clinical guidelines
- Evaluating staff's ability to identify potentially avoidable utilization
- Evaluating staff's ability to identify quality of care issues
- Targeting specific areas most in need of improvement
- Targeting staff needing additional training

The Senior Director of Medical Management and the Director of Medical Management Department conduct audit of daily work of the Utilization Management staff. When there are issues or concerns, a process improvement plan will be determined based on the findings. Areas of improvement, which are identified as part of the audit is then discussed with individuals and/or at departmental staff meetings and appropriate changes are made within the department's processes.

## DECISION/NOTIFICATION TIMELINES

### UTILIZATION MANAGEMENT DECISION /NOTIFICATION TIME FRAMES

Nevada Health Solutions follows applicable state and federal regulations on decision and notification timeframes for all utilization management determinations. Where regulatory and accreditation bodies differ, Nevada Health Solutions will use the strictest/shortest timeframe to assure compliance with all requirements. The following is a summary of Nevada Health Solutions' decision and notification timeframes:

	Decision TAT	Practitioner Notification of Approval	Written Practitioner/Patient Notification of Denial
<b>Non-Urgent * Pre-Service</b>	15 Calendar Days of Receipt of Request	Within 15 Calendar Days of the Request	Within 15 Calendar Days of the Request
<b>Urgent /Expedited *Pre-Service</b>	72 Hours of Receipt of Request	Within 72 hours of the Request	Within 72 Hours of the Request
<b>Urgent Concurrent Review</b>	24 Hours of Receipt of Request	Within 24 Hours of Request	Within 24 hours of the Request
<b>Post-Service (Retro review) Decision</b>	30 Calendar Days of Receipt	Within 30 Calendar Days of the Request	Within 30 Calendar Days of the Request

### TIME FRAMES FOR INITIAL DETERMINATIONS

Nevada Health Solutions issues determination within the following time frames for each of the three general categories of utilization management reviews, prospective, retrospective and concurrent. \*See addendum A for exceptions in the State of Kentucky.

## **PROSPECTIVE REVIEW TIME FRAMES**

### **Case involving Urgent Care**

As soon as possible based on the clinical situation, but in no case later than 72 hours of the receipt of request for a utilization management determination

### **Non-Urgent**

Within fifteen (15) calendar days of the receipt of a request for a utilization management determination for non-urgent cases this period may be extended one time by Nevada Health Solutions for up to fifteen (15) calendar days, provided that Nevada Health Solutions determines that an extension is necessary because of matters beyond the control of Nevada Health Solutions, and notifies the patient prior to the expiration of the initial fifteen (15) calendar day period of the circumstances requiring the extension and the date when Nevada Health Solutions expects to make the decision. If a patient fails to submit necessary information to decide the case, the notice of extension must specifically describe the required information, and the patient must be given at least forty five (45) calendar days from receipt of notice to respond to Nevada Health Solution' request for more information.

## **CONCURRENT REVIEW TIME FRAMES**

### **Reductions or Terminations of a Previously Approved Course of Treatment**

Nevada Health Solutions issues the determination early enough to allow the patient to request a review and receive a decision before the reduction or termination occurs.

### **Request to Extend a Current Course of Treatment**

If the request for an extension is for urgent care and received at least 24 hours or more before certification expires, notification of the review determination occurs within twenty-four (24) hours of receipt of the request.

If the request for an extension is for non-urgent care and received at least twenty-four (24) hours or more before certification expires, notification of the review determination occurs within seventy-two (72) hours of receipt of the request.

If the request for an extension is for urgent or non-urgent care and received less than twenty-four (24) hours before certification expires, notification of the review determination occurs within seventy-two (72) hours of receipt of the request.

## **RETROSPECTIVE REVIEW TIME FRAMES**

Review takes place within thirty (30) calendar days of the receipt of request for a utilization management determination. This period may be extended one time by Nevada Health Solutions for up to fifteen (15) calendar days if Nevada Health Solutions determines that an

extension is necessary because of matters beyond the control of Nevada Health Solutions. In such a circumstance, Nevada Health Solutions will notify the patient prior to the expiration of the initial thirty (30) calendar day period of the circumstances requiring the extension and the date when Nevada Health Solutions expects to make the decision. If the patient fails to submit necessary information to decide the case, the notice of extension must specifically describe the required information and the patient must be given at least forty-five (45) calendar days from receipt of notice to respond to the plan request for more information.

## **INFORMATION UPON WHICH UTILIZATION MANAGEMENT IS CONDUCTED**

### **SCOPE OF REVIEW INFORMATION**

Nevada Health Solutions, when conducting routine prospective, concurrent, or retrospective reviews:

- Accepts information from any reasonably reliable source that will assist in the certification process
- Collects only the information necessary to certify the admission, procedure or treatment, length of stay or frequency or duration of services
- Does not routinely require hospital, physician, and other providers to numerically code diagnoses or procedures to be considered for certification but may request such codes if available.
- Requires only the section(s) of the medical record necessary in that specific case to certify medical necessity or appropriateness of the admission or extension of stay, frequency, or duration of services
- Administers a process to share all clinical and demographic information on individual patients among its various clinical and administrative departments that have a need to know to avoid duplicate requests for information from patients or providers
- Does not accept Vendor forms for reviews without accompanying clinical documentation by the ordering/treating provider
- Requires medical record entries by the ordering/treating provider to be legible, complete, dated, timed (if applicable) and authenticated in written or electronic form by the person responsible for providing or evaluating the services provided. Where it is clear that an individual document extends to multiple pages and that the entire document is then authenticated, then a signature on a single page would suffice for other pages as well.
- For Out of Area hospitalizations, physician's progress notes are required in order to make medical necessity determinations

## PROSPECTIVE AND CURRENT REVIEW DETERMINATIONS

For prospective review and current review, Nevada Health Solutions bases review determinations solely on the medical information obtained by Nevada Health Solutions at the time the medical care was provided.

## RETROSPECTIVE REVIEW DETERMINATIONS

For retrospective review, Nevada Health Solutions bases review determinations solely on the medical information available to the attending physician or ordering provider at the time the medical care was provided.

## LACK OF INFORMATION

If the initial clinical reviewer determines from a review of the file that the information submitted with the request for certification is insufficient information upon which to base a determination, he/she contacts the attending physician, ordering provider or facility rendering service requesting the information, specifying the 45 day time frame within which the information must be received before Nevada Health Solutions issues an administrative denial non-certification based on lack of information. The time frame specified in that communication must be appropriate to the clinical circumstances of the review (that is, whether the review is prospective, concurrent, retrospective, urgent or non-urgent).

If the provider receiving such a notice provides no further information, the initial clinical reviewer confers with a peer clinical reviewer and, unless the peer clinical reviewer believes that the file has enough information upon which to make an evaluation of medical necessity, the initial clinical reviewer provides the provider written notification that the request for certification has been denied for lack of information.

If the provider, on the other hand, responds by providing more information or by communicating that there is no more information available, Nevada Health Solutions treats the case as though there was sufficient information upon which to base a certification decision under the procedures outlined in this program description.

For those residents of the **State of Maryland ONLY**, if the initial request received has insufficient or no clinical information available to review for medical necessity, Nevada Health Solutions will make two attempts to request clinical information. NHS will contact the participant and provider within one (1) business day of initial request. An LOI letter will be sent to the participant and provider, attending physician, ordering provider or facility rendering service. The letter will request the needed information and specify a forty-five (45) day time frame within which the information must be received. The request will be closed. However, it will be re-opened if information is received within the (45) day time frame.



## **NOTICE OF INITIAL DETERMINATIONS**

### **CERTIFICATION DECISION NOTICE AND TRACKING**

Either an initial clinical reviewer or peer clinical reviewer may issue a certification. When a person authorized to issue a certification does so, he/she or a person that he/she so designates will contact the attending physician or other ordering provider and facility rendering service by telephone, facsimile, electronic or web-based tools to advise him/her/it of the certification decision. Where the provider is obligated by the contract to notify the patient of the decision, he/she/it will be reminded of that obligation in this call. If the provider is not obligated to notify the patient, the person providing notification will also notify the patient. The notification of certification will include the case number of the request for certification. Upon request from the provider or patient, the person issuing the notification also will issue a written notification to the requesting party.

### **CONTINUED CERTIFICATION DECISION REQUIREMENT**

If the notification described above is for continued home health care or services, the notification includes the number of extended days or units of service, the next anticipated review point, the new total number of days or services approved and the date of admission or onset of services.

### **NOTICE OF NON-CERTIFICATION**

If an initial clinical reviewer is unable to issue a certification decision, he/she will refer the case to an available peer clinical reviewer. Only a peer clinical reviewer may issue a non-certification decision. The definition of “reason for the non-certification” is included in the written notice of non-certification. The peer clinical reviewer also documents in the case file documentation the clinical rationale upon which his/her non-certification decision was based. The written notice of non-certification is sent to the patient and either the attending physician, the ordering provider or facility rendering service. Before the written notice of non-certification is sent, the initial clinical reviewer reviews the letter to make sure that the principle reason in the notice is sufficiently specific to the patient’s circumstances and condition meets the definition of “principle reason” under URAC accreditation standards and applicable state and federal laws and regulations.

The written notice of non-certification includes:

- The specific principle reason for non-certification
- A statement that the clinical rationale is used in making the non-certification decision is provided in writing upon request
- Instructions for initiating an appeal of the non-certification
- Instructions for requesting a clinical rationale for the non-certification

## **CLINICAL RATIONALE FOR NON-CERTIFICATION REQUIREMENTS**

Request from the patient, attending physician, ordering provider, or facility-rendering services for the clinical rationale upon which a non-certification was based is referred to the initial clinical reviewer or peer clinical reviewer involved with the case, who then sends to the requesting party the clinical rationale as documented according to the above.

## **REVERSAL OF CERTIFICATION DETERMINATIONS**

Nevada Health Solutions does not reverse a certification determination unless it receives new information that is relevant to the certification and that was not available at the time of the original certification. If new information does become available that had been in the possession of Nevada Health Solutions at the time of the certification decision and would have prevented the person who made the certification decision from doing so, that information is conveyed along with the full case file to an available peer clinical reviewer who then handles the review under the procedures outlined above.

## **FREQUENCY OF CONTINUED REVIEWS**

Initial clinical reviewers conduct continued reviews for the extension for an additional determination with a frequency that is based solely on the severity and complexity of the patient's condition, or on necessary treatment and discharge planning activity. Initial clinical reviewers do not routinely conduct such reviews on a daily basis. This policy applies to both inpatient and outpatient settings.

## **DENIAL PROCESS**

The process of review, utilizing established criteria, involves the initial review by appropriate clinical reviewers. The Medical Director or medical consultants review services not meeting criteria. All denials and alternate level of care decisions are made at the physician level. The denial process consists of the following:

1. The initial review assesses medical necessity against established medical necessity criteria and the patient's benefit package and limitation.
2. If criteria are met, the services are approved.
3. If the service(s) does not meet criteria or if the criterion specifically requires physician authorization, the reviewer submits the case for review.
4. All denial decisions are followed with written notification to the requesting practitioner and patient.
5. Denial decisions include the rationale for the denial and information on the appeal process in writing.



## **ADVERSE DETERMINATIONS**

The adverse determination letter includes the following information:

1. The specific reason(s) for the denial in easy understandable language
2. A reference to the benefit provision, guideline, protocol, or other similar criterion on which the denial was based
3. Notification that the patient or practitioner can obtain a copy of the actual benefit provision, guideline, protocol, or other similar criterion on which the denial decision is based
4. Explanation of the appeal process including the right to member representation, the right to submit written comments, documents, or other information relevant to the appeal and time frames for deciding appeals
5. If the denial is an urgent pre-service or urgent concurrent denial, a description of the expedited appeals process
6. That a Medical Director is available to discuss the denial determination with the practitioner

## **PEER-TO-PEER RECONSIDERATION OF ADVERSE DETERMINATION**

### **AVAILABILITY**

Peer clinical reviewers are available to discuss review determinations with attending physicians or other ordering providers

### **POST-DECISION CONVERSATION**

When Nevada Health Solutions makes a determination to issue a non-certification and no peer-to-peer conversation has occurred in connection with that case, Nevada Health Solutions provides, within one business day of a request by the attending physician or ordering provider, the opportunity to discuss the non-certification with either the clinical peer reviewer making the initial determination or with a different clinical peer, if the original clinical peer reviewer cannot be available within one business day. If a peer-to-peer conversation or review of additional information does not result in a certification, Nevada Health Solutions informs the provider and patient of the right to initiate an appeal and the procedure to do so.

## **PROVIDER/PATIENT APPEALS PROCESS**

### **APPEALS CONSIDERATIONS**

#### **Non-Certification Appeals Process**

Nevada Health Solutions' procedures for filing an appeal from a non-certification, outlined here, are made available in writing upon request by any patient, provider or

facility rendering service.

A patient, attending physician, ordering provider, or facility rendering service, having received a denial of certification non-certification may appeal that decision by notifying Nevada Health Solutions through the means indicated in the written notice of denial of certification. Nevada Health Solutions must receive such notice within 180 days of the date of the denial of certification. If the appeal must be expedited because it is a case involving urgent care, the need for expeditious review must be clearly articulated in the notice of appeal. Upon receipt of the notice of appeal, Nevada Health Solutions routes the notice to the appeals coordinator/appeals nurse.

### **Information upon Which Appeal Decision is based**

The patient, provider, or facility rendering service may submit, with its notice of appeal, written comments, documents, records, and other information relating to the case. All such information is included in the case file and provided to the appeal peer reviewer to whom the case is assigned. That reviewer takes all this information, along with all information submitted or considered in the initial consideration of the case, into account during his/her consideration of the case.

If the appeal peer reviewer overturns the initial denial, Nevada Health Solutions implements that decision.

### **Appeal Record Documentation**

Each appeal case file contains, at a minimum, the following information:

1. The name of the patient, provider, and/or facility rendering service
2. Copies of all correspondence from the patient, provider, or facility rendering service and Nevada Health Solutions regarding the appeal
3. Dates of appeal reviews, documentation of actions taken, and final resolutions
4. Minutes or transcripts of appeal proceedings (if any)
5. Name and credentials of the appeal clinical reviewer considering the appeal

### **Determination of Whether Appeal is Standard or Expedited**

The initial clinical reviewer, upon receiving the notice of appeal, determines whether the appeal is to be treated as a standard appeal or an expedited appeal. If the notice of appeal asks for an expedited appeal and the initial clinical reviewer cannot conclude from the notice that the case is one involving urgent care, he/she immediately forwards the case to a peer clinical reviewer to make the determination of whether the appeal involves urgent care such that the appeal needs to be expedited.

### **Appeal Peer Reviewer Qualifications**

Once it has been determined, under the procedure outlined about, whether the appeal is

standard or expedited, the initial clinical reviewer forwards the case, with instructions about time constraints, to a qualified appeal peer reviewer from Nevada Health Solutions' list of available appeal peer reviewers. If the list of available appeal peer reviewers does not contain a reviewer, who meets the qualifications outlined in this section, the appeal coordinator/appeals nurse handling the case contacts any outside entities with whom Nevada Health Solutions has contracted who can provide qualified appeal peer reviewers for the appeal.

The appeal is considered by an appeal peer reviewer who:

1. Hold an active, unrestricted license or certification to practice medicine or a health profession in a state or territory of the United States.
2. Unless expressly allowed by state or federal law or regulation, are located in a state or territory of the United States when conducting an appeal consideration.
3. Are in the same profession and in a similar specialty as typically manages the medical condition, procedure, or treatment as mutually deemed appropriate.
4. Are neither the individual who made the original non certification, nor the subordinate of such an individual; and
5. Are board-certified (if applicable) by:
  - i. A specialty board approved by the American Board of Medical Specialties (Doctor of Medicine); or
  - ii. The Advisory Board of Osteopathic Specialists from the major areas of clinical services (Doctor of Osteopathic Medicine)
  - iii. The American Dental Association (ADA) specialty boards or the American Board of General Dentistry (ABGD)
  - iv. The American Board of Podiatric Surgery (ABPS) or the American Board of Podiatric Medicine (ABPM)

#### **Appeal Reviewer Attestation**

Upon receipt of a consumer file for appellate review, the appeal reviewer executes an attestation that he/she:

1. Has a scope of licensure or certification that typically manages the medical condition, procedure, treatment, or issue under review; and
2. Current, relevant experience and/or knowledge to render a determination for the case under review.
3. Has no previous knowledge or involvement in the case under review and has been given the opportunity and process to recuse themselves

The initial clinical reviewer managing the case includes the attestation in the consumer's file.

## **APPEAL TIME FRAMES**

### **Expedited Appeals Process Time Frame**

For an expedited appeal, once the appeal peer reviewer renders a decision, he/she forwards that decision, along with the principle reason and clinical rationale underlying that decision, to an initial clinical reviewer (preferably the one initially handling the case), for generation of a verbal notification of the determination to the requesting party within 72 hours of the request followed by a written confirmation of the notification of the appeal decision within three days of the verbal notification, is to be sent to the patient and attending physician or ordering provider or facility rendering service.

### **Standard Appeals Process Time Frame**

For a standard appeal, once the appeal peer reviewer renders a decision, he/she forwards that decision, along with the principle reason and clinical rationale underlying that decision, to the appeals coordinator/appeals nurse for generation of a written notification of the appeal decision within 30 calendar days of the initiation of the appeal process, to be sent to the patient and attending physician or ordering provider or facility rendering service.

## **EXCEPTION WHERE PATIENT HAS NO FINANCIAL RESPONSIBILITY**

Where the patient bears no financial responsibility, notice to the patient is not required

## **WRITTEN NOTICE OF UPHELD NON-CERTIFICATION**

The written notice of an upheld non-certification includes:

1. The principal reasons for the determination to uphold the non-certification
2. A statement that Nevada Health Solutions provides, in writing, the clinical rationale underlying the appeal decision upon request
3. Information about additional appeal mechanisms, that is available to the appealing party under payer contract or regulation

## **MAINTENANCE OF APPEAL RECORDS AND DOCUMENTATION**

Nevada Health Solutions maintains complete records on each appeal rendered. These records include the following information, but not limited to:

- Name of the Patient
- Name of the Provider and/or Facility providing the services

- Name and credentials of the clinical peer that meets the qualifications specific to the case reviewed as well as the attestation of credentials and knowledge
- Dates of appeals reviews, documentation of action taken, final resolution and any minutes or transcripts of appeal proceedings (if applicable)

Nevada Health Solutions will store and maintain the records electronically where upon copies can be generated in a timely and reliable format.

## **ORGANIZATION STRUCTURE**

The following are the key staff that is directly accountable for Utilization Management decisions, systems, and procedures:

### **President**

The Senior Director of Medical Management and the Medical Director are delegated the authority by the Nevada Health Solutions Governing Board to provide the overall direction, development and monitor of the progress of Utilization Management Program.

### **Medical Director**

Responsible for providing day-to-day guidance and direction of UM activities Specific functions include:

- Assist with developing and coordinating policies and procedures
- Be available for consultation on a daily basis with the Senior Director of Medical Management, Director of Medical Management and UM Team Managers regarding UM and Care Coordination issues primarily for situations that may not meet medical necessity criteria
- Guiding and assisting in the development and revision of clinical criteria, clinical practice guidelines, new technology assessments, and performance standards for Utilization and Quality Management review adaption and approval.
- Developing and implementing utilization management strategies

### **Senior Director, Medical Management**

The Senior Director of Medical Management is responsible for overall coordination, implementation, and monitoring of activities to yield quality driven, compliant, efficient, and cost-effective results. In addition, is responsible for the strategic direction, management, and oversight of the operations of the Medical Management Department. The person with this accountability is a licensed Nurse with extensive utilization management experience. Specific responsibilities include:

- Serves as an advanced clinical resource to staff with responsibilities concerning Utilization Guidance decisions.
- Serves as committee chair of Utilization Management and Quality Management Committees

- Assuring that UM Program fulfills its purpose and goals and complies with the regulatory agencies and accreditation bodies.
- Implement policies and procedures concerning utilization guidance processes and systems, including the processes for authorization, current review, discharge planning, transitional care services and referral management.
- Ensure the use of Nevada Health Solutions identified utilization guidance criteria for decision making. Recommends to the Utilization Management Committee policies and procedures to guide the utilization guidance process
- Ensure referral of all authorization requests that cannot be approved based on medical necessity to the Medical Director for review
- Ensure referral of cases with potent quality of care concerns to the Medical Director for review
- Ensures the appropriate documentation of utilization guidance decisions
- Participates in the utilization guidance decisions
- Provide adequate qualified staff coverage for utilization guidance processes
- Delegates to other staff with responsibilities concerning utilization guidance decisions as needed to meet goals.

### **Director, Medical Management**

Responsible for the day-to-day implementation of the Nevada Health Solutions Utilization Management Program – these responsibilities include:

- Implementing the UM program according to the annual work plan
- Collecting/Reporting UM activity to the Senior Director of Medical Management
- Coordinating departmental UM activity
- Collaborating with providers and facilities
- Conducting monitoring activities
- Present work plan status reports and updates to the Utilization Management Committee
- Monitor compliance with standards
- Make recommendations for interventions to improve utilization management issues
- Coordinate implementation of interventions
- Develop UM policies and procedures for Utilization Management Committee for approval
- Develop, or coordinate development of, documentation of UM activities

### **Outpatient Clinical Services Manager and Inpatient Clinical Services Manager**

Responsible for the implementation, management, and evaluation of an effective and systematic UM Program Provides day- to-day guidance to UM staff and manages all aspects of utilization review activities. Working with the Medical Director, the Senior Director of Medical Management and the Director of Medical Management, utilization committees, the management team promotes efficient resource utilization throughout the organization, providing leadership, teambuilding and direction needed to ensure attainment of UM targets. Duties include:



- Responsible for clinical staff, including staffing, training, and resource contact
- Prepares monthly reports and assists in the presentation of the information to committee for oversight
- Weekly rounds to collaborate with staff
- Ensure consistent criteria application through coordination and analysis of inter-rater reliability testing
- Assists providers in managing care for patients in an acute level of care as well as discharge planning in a manner that result in improved outcomes. (Inpatient Clinical Services Manager)
- Monitor compliance with standards
- Make recommendations for interventions to improve utilization management issues
- Working with the Director of Medical Management in coordinating implementation of interventions
- Assist the Director of Medical Management in developing UM policies and procedures

### **Transitional Care Coordinators**

Care Transition Coordinators acts as liaison for selected patients who are being transitioned from one care setting to another. They visit patients in the hospital and then regularly communicating with patients after discharge. Coordinator encourage and assist the patient in following the attending physician's care plan and educates the patient regarding their medical condition with the goal of improving health outcomes and preventing another transition (readmission to the hospital).

### **Utilization Management Nursing Staff**

The Utilization Management Staff are registered nurses and licensed practical nurses. Their accountability objective is to coordinate medical and prior authorization requests to perform preadmission, concurrent and retrospective review for inpatient admissions and outpatient services and to ensure the delivery of high quality, cost effective medical care to all patients.

### **Non-Clinical Staff Representatives**

Support staff includes clerical and administrative staff utilized for data entry and other support function. These individuals under no circumstances perform any activities related to the utilization management process other than:

- Performance of review of services request for completeness of information
- Collection and transfer of non-clinical data. Such data may include demographic information, employer name, insurance information, date of surgery, physician name, facility name etc.
- Acquisition of structured clinical data using explicit scripts or algorithms
- Activities that do not require evaluation or interpretation of clinical information

### **Physician Consultants**

Physician Consultants are available for the review of individual cases and provide medical review consultation. The Medical Director and/or other clinical staff may use any of the consultants representing the major specialties. All external consultants are board certified by one of the American Boards of Medical Specialties (ABMS).

### **Qualifications of Decision Makers**

All requests require a determination of medical necessity and/or whether a service is experimental or investigational are reviewed by a licensed clinical associate for medical appropriateness utilizing MCG, NCCN or other standardized evidence-based medicine sources.

The registered nurse or licensed practical nurse has the authority to approve all situations that meet the medical review criteria. Potential denials or questionable cases that cannot be approved by the registered nurses or licensed practical nurse are referred to a Nevada Health Solutions' Medical Director for review. An appropriately licensed Medical Director is responsible for making all denial determinations based on medical necessity and experimental/investigational decisions.

Board-certified specialty physicians (appropriately licensed for Nevada) are utilized when appropriate as needed to make medically appropriate determinations for their respective specialty areas. The Nevada Health Solutions Medical Director and/or nursing staff make all utilization management decisions based on appropriateness of care and service and are not financially incentivized to approve or deny care in any way.

### **CONFIDENTIALITY**

Nevada Health Solutions preserves the confidentiality of the individual medical records and information in accordance with Federal (including Health Insurance Portability and Accountability Act) and State statutes. Nevada Health Solutions does not disclose or publish individual medical records, personal information or other confidential information without the patient's written consent or specific legal authority. If there is an urgent/emergent situation, the only mechanism of release may be an initial verbal authorization (witnessed by at least one additional Medical Management staff member in addition to the UM nurse) from a patient to allow conversation with another party regarding UM issues or medical care/services. Medical Management staff follows legal standards concerning whom they may speak with about the patient to discuss issues if the patient is rendered unable to provide verbal and /or written authorization. In cases of guardianship and/or Power of Attorney, the nurse attempts to have a copy of the documents faxed to Nevada Health Solutions for file documentation prior to discussion regarding the patient.

If authorization for the release of confidential information is submitted by anyone other than the individual who is the subject of the personal or confidential information requested, such authorization is dated and contains the signature of the patient whose information is to be disclosed and this signature must be within the year prior to the date of the disclosure request.

The Medical Director and/or Senior Director of Medical Management will identify and follow-up any confidentiality issues/breaches reporting them to the HIPAA Privacy Officer who



monitors and compiles the report in compliance with the confidentiality policy and procedures.

## **CONFLICT OF INTEREST**

Nevada Health Solutions associates are required to adhere to the Nevada Health Solutions policies and procedures for conflict of interest. The Code of Business Conduct policy defines and outlines the staff member's responsibilities for complying.

## **DELEGATION OVERSIGHT**

Nevada Health Solutions delegates utilization management activities to other organizations that meet the organizations' standards and regulatory requirements. Nevada Health Solutions retains accountability for all delegated activities and has a thorough process in place to systematically monitor a Delegate's ability to perform delegated functions including clinical quality improvement. The functions to be delegated are evaluated pre-contractually and at least annually thereafter. If a Delegate fails to perform any aspect of a delegated function, A Corrective Action Plan (CAP) is implemented. If a CAP is initiated, the Delegate must identify specific actions intended to improve performance standards and obtain Nevada Health Solutions approval of the plan. If the Delegate fails to improve performance within the agreed upon time frames, Nevada Health Solutions has the ability to modify or rescind delegation.

## **OVERVIEW OF DELEGATION OVERSIGHT RESPONSIBILITIES:**

- Pre-assessment of the Delegate's capacity to perform delegated activities prior to delegation
- Ongoing monitoring and evaluation of performance through quarterly or regular reports or as specified in corrective action plans
- Annual approval of the Delegates required annual documentation utilizing the program description, work plan, evaluation and policies and procedures
- At least annual performance evaluation of the Delegate's ability to perform delegated activities according to defined requirements which can occur on-site or by desktop
- Although we may delegate the authority to perform services and/or functions, Nevada Health Solutions retains responsibility and accountability for activities, including the right to rescind delegation
- Documentation of the responsibilities or requirements of each Delegate are included in the delegation agreement

## **CONTRACTUAL DOCUMENTS ARE IN PLACE TO SPECIFY:**

- The scope of the activities delegated

- The Delegate’s accountability for those activities and the type and frequency of reports that must be submitted to Nevada Health Solutions.
- The process by which the Delegate’s performance is evaluated

## **UTILIZATION MANAGEMENT COMMITTEE**

The Utilization Management Committee (UMC) is responsible for the oversight and direction of all Utilization Management functions including the timely development and implementation of an effective utilization management program. The purpose of the Utilization Management Committee is to continually monitor, evaluate and optimize health care resource utilization and disseminate statistical information on bed-days, provider authorization trends and ancillary services. The Utilization Management Committee also educates committee members in the health care delivery system and shares information and expectations for improvement. The Utilization Management Committee meets at a maximum on a monthly basis, at a minimum quarterly, or frequently if circumstances require or to accomplish Utilization Management Program objectives and deadlines.

The Utilization Management Committee serves as a peer review body for problem identification, action, resolutions and confirmation of corrective measures and referral/authorization review of request for services. This is accomplished through review of physician referral/requesting patterns and concurrent and retrospective review of inpatient utilization.

## **FUNCTION/RESPONSIBILITY**

- A. Administrative information is presented to the committee members and discussed
- B. Approve all Utilization Management policies and procedures, both new and revised
- C. Review all Utilization Management policies and procedures on an annual basis
- D. Review referral/request denied
- E. Identifies under or over utilization issues
- F. Monitor clinical decision-making processes
- G. Review Utilization Management statistics
- H. Facilitates physician education regarding new technologies and medical guidelines and Utilization Management Policies and Procedures
- I. Performs retrospective review of utilization data and referral/request patterns
- J. Analyzes Utilization Management data trending reports and makes decision for corrective actions for any Utilization Management deficiencies that have been identified in the outcomes.

## **STRUCTURE/MEMBERSHIP**

- A. Senior Director of Medical Management, Chair
- B. Medical Director

- C. Director of Medical Management
- D. Other members of the Medical Management Department: administrative, nursing, and ancillary services
- E. A Medical Advisory Committee is a panel of Physician Leaders who convene as needed at the request of the Medical Director. They are selected annually and include a representative sample of board-certified specialty care physicians. It is the responsibility of the Medical Director to include a Physician Leader in the decision-making process as appropriate.

## **CHAIR RESPONSIBILITIES**

- A. Guides the Committee in reviewing and resolving issues related to the utilization of services requested
- B. Reviews and receives approval of Committee minutes
- C. Reports to the President on utilization issues
- D. Reviews utilization of hospital bed-days and reports the information to the Committee

## **MEETINGS AND PARTICIPATION**

- A. The members of the Utilization Management Committee are chosen by the Chair and approved by President annually with the possibility of reappointment for a two (2) year term. The choice is based on significant membership, knowledge, and understanding of the Utilization Management Process.
- B. Active participation on the Committee includes consistent meeting attendance and involvement in discussion of agenda items, establishing practice guidelines, selecting monitoring indicators, analyzing bed-day reports, and assisting in problem utilization resolutions as requested by the Committee.
- C. Physicians are compensated for attending meetings and reviewing referrals only. No incentives are provided directly or indirectly to providers regarding review decisions.

## **VOTING RIGHTS**

- A. Each member has one (1) equal vote. Physicians provide clinical input about medical issues, appropriateness of care, clinical standards, or quality of care.
- B. All approved action is by a majority vote
- C. If the Utilization Management Committee is unable to constitute a quorum for voting purposes because of conflict of interest, alternative member(s) will be selected as needed at the discretion of the Chair, or the topic will be rescheduled.
- D. When necessary, voting may occur electronically

## **CONFLICT OF INTEREST**

A committee member with a conflict of interest, which might impair objectivity in any review or decision process, does not participate in any deliberation involving such issues and does not cast a vote on any related issues.

## **QUORUM**

For voting purposes, a quorum represents a simple majority (50% +1) of voting members or at least three (3) members (whichever is greater).

## **STATEMENT OF CONFIDENTIALITY**

Each Committee Member is required to sign a statement of confidentiality. Any guest physicians or other guests must sign a statement of confidentiality.

## **HEALTH PLAN REPRESENTATIVES**

Health Plan representatives may obtain permission to attend the Utilization Management Committee meetings only by scheduling in advance of the scheduled meeting date and with the approval of the Utilization Management Committee Chair.

## **MINUTES**

The complete minutes of all committee meetings are recorded contemporaneously and maintained. Minutes are dated and signed by the committee Chairperson to ensure that they represent official findings of the committee. Minutes reflect committee decisions, recommendations, action plan implementation with time frames and responsible person(s), evaluation, and follow-up. Peer review issues are de-identified for provider and patient confidentiality. Health Plan representatives may review the Utilization Management Committee minutes on request but for purposes of confidentiality will not be provided a copy of the minutes.

## **ANNUAL PROGRAM EVALUATION**

Annually, the Medical Director and the Senior Director of Medical Management or his/her Designees present the Utilization Management Program Evaluation to the Utilization Management Committee for review and final approval. The Utilization Management Committee reports to the Quality Management Committee quarterly and is responsible for implementation of the Utilization Management Program.

The annual evaluation of the Program provides structure for the determination of program effectiveness and the impact of the Program on patients and providers. The process identifies

program strengths and limitations, improvement opportunities and unfinished business, in addition to assessing demographics and effectiveness of the Program's initiatives. The evaluation has indicators for over and underutilization, timeliness of decision making, access to care issues, and clinical criteria utilization.

The Utilization Management Program evaluates and monitors the effectiveness and efficiency in achieving Nevada Health Solutions' Utilization Management objective and goals by continuously utilizing evidence-based monitoring and measurement of clinical and service performance indicators, quality of care and quality of service issues, patient complaints and timeliness of services delivered to patients. Identification of causal effects, design and implementation of improvement opportunities and re-measurement of initiatives ensures a continuous cycle of evidence-based monitoring of care and delivery systems.

The annual evaluation identifies problems and/or concerns that may limit a patient's equitable access to health care and provides recommendations for improvement. The Utilization Management Program Description is reviewed and updated annually.

### **Utilization Management Program Work Plan**

An annual Utilization Management Program work plan defines the Program's goals and objectives, and planned activities and projects to be accomplished for the year. The Work Plan identifies the Medical Management staff and/or committee responsible for completing the activities and establishes the time frame for when the activities or projects are to be completed. The Work Plan also provides a structure for measuring progress towards achieving the Program's objectives through regularly scheduled updates and a review of the document at least quarterly during the Utilization Management Committee meeting as well as at the quarterly Quality Management Committee meeting.

### **PERFORMANCE MONITORING AND REPORTING**

- Key Indicator Reports
- Utilization Management Activity Report
- Medical Director Decisions (Approvals & Denials)
- Denials Report
- Appeal Activity
- Out-of-Area Report
- Inpatient Activity Report (Quality & Utilization Management Indicators)
- Pre-certification Activity Report (Physician & Procedure/DME level)

## UTILIZATION MANAGEMENT REPORTING

[Data Display: Quarterly & Yearly]



(Year) Quality Improvement Leadership Dashboard  
(All Indicators are Reported Quarterly)

Indicator	Performance Goal	Calendar Q1-(Year) Jan 1 to March 31	Calendar Q2-(Year) April 1 to June 30	Calendar Q3-(Year) July 1 to Sept 30	Calendar Q4-(Year) Oct 1 to Dec 31	Comments
Timeliness of decisions and notifications • <b>Inpatient</b>	95%					
Timeliness of decisions and notifications • <b>Outpatient</b>	95%					
Appeal determination and notifications • <b>Inpatient</b>	95%					
Appeal determination and Notifications • <b>Outpatient</b>	95%					
Lack of Information • <b>Inpatient</b>	95%					
Lack of Information • <b>Outpatient</b>	95%					
UM File Audit	90%					
Provider Satisfaction Survey	90%					



**(Year) Quality Improvement Leadership Dashboard**  
 (All Indicators are Reported Quarterly)

Indicator	Performance Goal	Calendar Q1-(Year) Jan 1 to March 31	Calendar Q2-(Year) April 1 to June 30	Calendar Q3-(Year) July 1 to Sept 30	Calendar Q4-(Year) Oct 1 to Dec 31	Comments
Member Satisfaction Survey	90%					
Consumer Satisfaction Log	90%					
Safety Reporting	95%					
*Customer Service (Telephone Statistics) % of Abandoned Calls Goal < 5%	<5%					
*Customer Service (Telephone Statistics) % of Answered Calls Goal >95%	95%					
*Customer Service (Telephone Statistics) Average Speed to Answer ASA – Goal < 1 minute	< 1 min					



## **QUALITY PROGRAM GENERAL OVERVIEW**

### **SUMMARY**

The President has assigned responsibility for overseeing quality improvement, medical management, utilization management and any delegated functions to the Quality Management Committee. The Senior Director of Medical Management has been appointed by the President as Chairperson of the Quality Management Committee. The Quality Management Committee evaluates the results of quality improvement activities, utilization results, and outcomes and takes actions based on input from the various subcommittees. The Quality Management Committee has the distinct goals and objectives to accomplish its primary function of oversight of the medical and operational systems as they affect care provided by its providers to its patients. The Quality Management Committee oversees the development, implementation, and effectiveness of the Utilization Management Program and is accountable to the President. The Quality Management Committee meets at least quarterly and maintains approved records of all committee meetings.

#### **The Quality Management Committee is responsible for:**

- Ensuring that quality accessible medical care is provided in a satisfying and medically appropriate manner
- Conducting and integrating quality improvement and continuous quality improvement activities.
- Reviewing findings, conclusions, and recommendations of all Quality Management Improvement activities and studies
- Taking appropriate action to solve problems and improve the clinical care and administrative services provided to patients

#### **The Quality Management Committee functions as they relate to the QI and UM activities are as follows:**

- Review and approve the annual UM Program Description, UM Program Evaluation, UM Work Plan, and UM QIPs
- Monitor and evaluate the operation and activities of subcommittees
- Review and approve Utilization Management standards of practice, quality indicators, and explicit criteria used in the performance of the UM Program
- Recommend Improvements to the UM Program
- Review aggregate reports to identify trends or impacts of Nevada Health Solutions' policies and procedures

#### **Data Sources for Reporting Include but are not limited to:**

- Subcommittee reports
- Complaints and Appeals
- Client, Patient and Physician satisfaction surveys
- Credentialing reports
- Utilization Management reports
- Peer review results
- Provider profiles



## ADDENDUM A

### Addendum A

This Addendum (“Addendum”) to the Utilization Management Program (“Program”), which only applies to utilization review services provided for covered lives located in Kentucky, is effective January 1, 2020 (“Effective Date”) and states as follows:

1. For any contract Nevada Health Solutions enters into after the Effective Date of this Addendum for the provision of utilization review services to Kentucky covered lives, only licensed physicians, who are of the same or similar specialty and subspecialty, when possible, as the ordering provider, shall (i) make a utilization review decision to deny, reduce, limit or terminate a health care benefit or to deny, or reduce payment for a health care service because that service is not medically necessary, experimental, or investigational and (ii) supervise qualified personnel conducting case reviews.
2. Expect for retrospective review of an emergency admission where the covered person remains hospitalized at the time the review request is made, utilization review decisions will be made in accordance with the following timeframes. There is not an option for an extension of these timeframes.
  - a) For “urgent health care services” notify the covered person, authorized person, or provider of the decision within twenty-four (24) hours after obtaining all necessary information. This includes  
All requests for hospitalization and outpatient surgery.
  - b) For “non-urgent health care services”, make the decision and notify the covered person, authorized person, or provider of the decision within five (5) days of obtaining all necessary information.
  - c) Necessary information is defined as: (i) the results of any face-to-face clinical evaluation, (ii) any information determined by the Kentucky Department of Insurance to be necessary to making a utilization review determination.
  - d) The notice may be provided in an electronic format, including e-mail or facsimile, if the covered person, authorized person, or provider has agreed in advance in writing to receive the notices electronically.
  - e) If Nevada Health Solutions fails to make a determination and provide written notice within the applicable timeframe, the service requested is deemed authorized.

## ADDENDUM B

### DEFINITION OF TERMS

**Appeals:** A written or verbal request by a consumer, ordering provider or prescriber to contest an organizational determination (e.g., services have been denied, reduced, etc.).

**Appeals Consideration:** Clinical review conducted by appropriate clinical peers, who were not involved in peer clinical review, when a decision not to certify a requested admission, procedure, or service has been appealed. This is sometimes referred to as “third level review.”

**Attending Physician:** The Doctor of Medicine or Doctor of Osteopathic Medicine with primary responsibility for the care provider to a patient in a hospital or other health care facility

**Attending Provider:** The physician or other health care practitioner with primary responsibility for the care provided to a patient in a hospital or other health care facility

**Authorization:** A determination by an organization that an admission, extension of stay, or other health care service has been reviewed and, based on the information provided, meets the clinical requirements for medical necessity, appropriateness, level of care, or effectiveness under the auspices of the applicable health benefit plan. Also referred to as certification

**Authorization:** A determination by an organization that an admission, extension of stay, or other health care service has been reviewed and, based on the information provided, meets the clinical requirements for medical necessity, appropriateness, level of care, or effectiveness under the auspices of the applicable health benefit plan. Also referred to as certification

**Board-certified:** A certification – approved by the American Board of Medical Specialties, the American Osteopathic Association, or another organization as accepted by URAC – that a physician has expertise in a particular specialty or field.

**Case:** A specific request for medical or clinical services referred to an organization for a determination regarding the medical necessity and medical appropriateness of a health care service or whether a medical service is experimental/investigational or not.

**Case Involving Urgent Care:** Any request for a utilization management determination with respect to which the application of the time periods for making non-urgent care determinations a) could seriously jeopardize the life or health of the consumer or the ability of the consumer to regain maximum function, or b) in the opinion of a physician with knowledge of the consumer’s medical condition, would subject the consumer to severe pain that cannot be adequately managed without the care or treatment that is the subject of the case.

**Certification:** A determination by an organization that an admission, extension of stay, or other health care service has been reviewed and, based on the information provided, meets the clinical requirements for medical necessity, appropriateness, level of care, or effectiveness under the auspices of the applicable health benefit plan.. Also referred to as authorization

**Client:** A business or individual that purchases services from Nevada Health Solutions.

**Clinical Decision Support Tools:** Protocols, guidelines, or algorithms that assist in the clinical decision-making process.

**Clinical Peer:** A physician or other health professional that holds an unrestricted license and is in the same or similar specialty as typically manages the medical condition, procedures, or treatment under review.

**Clinical Practice Guidelines:** Systematically developed statements to assist decision-making about appropriate health care for specific clinical circumstances.

**Clinical Rationale:** A statement that provides additional clarification of the clinical basis for a non-certification determination. The clinical rationale should relate the non-certification determination to the patient's condition or treatment plan and should supply a sufficient basis for a decision to pursue an appeal.

**Clinical Review Criteria:** The written screens, decision rules, medical protocols, or guidelines used by Nevada Health Solutions as an element in the evaluation of medical necessity and appropriateness of requested admissions, treatments, procedures, and services under the auspices of the applicable health benefit plan.

**Clinical Staff:** Employees or contracted consultants of the health care organization who are clinically qualified to perform clinical triage and provide health information services.

**Concurrent Review:** Utilization management conducted during a patient's home health care or other course of treatment or (including outpatient procedures and services). Sometimes called "continued stay review".

**Consumer:** An individual person who is the direct or indirect recipient of the services of Nevada Health Solutions. Depending on the context, consumers may be identified by different names, such as "member," enrollee," "beneficiary," "patient," "injured worker," "claimant," etc. A consumer relationship may exist even in cases where there is not a direct relationship between the consumer and Nevada Health Solutions. For example, if an individual is a member of a health plan that relies on the services of a utilization management organization, then the individual is a consumer of the utilization management organization.

**Criteria:** A broadly applicable set of standards, guidelines, or protocols used by Nevada Health Solutions to guide the clinical processes. Criteria should be: (1) Written; (2) Based on professional practice; (3) Evidence-based; (4) Applied consistently; and (5) Reviewed, at a minimum, annually.

**Evidence-based:** Recommendations based on valid scientific outcomes research, preferably research that has been published in peer reviewed scientific journals.

**Expedited Appeal:** An appeal of a non-certification of a case involving urgent care

**External review:** A review of an adverse benefit determination (including a final internal adverse benefit determination) conducted pursuant to an applicable State or Federal external review process.

**Facility:** An institution that provides health care services.

**Facility Rendering Service:** The institution or organization in or by which the requested admission, procedure, or service is provided. Such facilities may include but are not limited to hospitals; outpatient surgical facilities; individual practitioner offices; rehabilitation centers; residential treatment centers; skilled nursing facilities; laboratories; imaging centers; and other organizational providers of direct services to patients.

**Health Professional:** An individual who: (1) has undergone formal training in a health care field; (2) holds an associate or higher degree in a health care field, or holds a state license or state certificate in a health care field; and (3) has professional experience in providing direct patient care.

**Initial Clinical Review:** Clinical review conducted by appropriate licensed or certified health professionals Initial clinical review staff may approve requests for admissions, procedures, and services that meet clinical review criteria, but must refer requests that do not meet clinical review criteria to peer clinical review for certification or non-certification. This is sometimes referred to as “first level review.” In Nevada Health Solutions, Initial Clinical Reviews are conducted by Nurse Reviewers.

**License:** A license or permit (or equivalent) to practice medicine or a health profession that is 1) issued by any state or jurisdiction in the United States; and 2) required for the performance of job functions.

**Medical Director:** A doctor of medicine or doctor of osteopathic medicine who is duly licensed to practice medicine and who is an employee of, or party to a contract with, an organization, and who has responsibility for clinical oversight of Nevada Health Solutions’ utilization management, credentialing, quality management, and other clinical functions.

**Non-Certification:** A determination by an organization that an admission, extension of stay, equipment, or other home health care, or pharmacy service has been reviewed and, based on the information provided does not meet the clinical requirements for medical necessity, appropriateness, or effectiveness under the applicable health benefit plan. If the request for certification is not fully approved, the determination shall be considered to be a non-certification.

**Non-Clinical Administrative Staff:** Staff who do not meet the definition of health professional (including intake personnel). In Nevada Health Solutions, this function is filled by persons with the job title of Intake Coordinator.

**Non-Clinical Staff:** Employees or contracted consultants of a health care organization that do not perform clinical assessments or provide callers with clinical advice. They may be responsible for obtaining demographic information, providing benefit information, and re-directing callers.

**Ordering Provider:** The physician or other provider who specifically prescribes the health care service being reviewed

**Oversight:** Monitoring and evaluation of the integrity of relevant program processes and decisions affecting consumers.

**Patient:** The covered consumer for whom a request for certification may or may not have been filed.

**Peer Clinical Review:** Clinical review conducted by appropriate health professionals when a request for an admission, procedure, or service was not approved during initial clinical review. This is sometimes referred to as a “second level review.”

**Peer-to-Peer Conversation:** A request by telephone for additional review of a utilization management determination not to certify, performed by the peer reviewer who reviewed the original decision, based on submission of additional information or a peer-to-peer discussion.

**Pre-Review Screening:** Automated or semi-automated screening of requests for certification that may include: (1) collection of structured clinical data (including diagnosis, diagnosis codes, procedures, procedure codes); (2) asking scripted clinical questions; (3) accepting responses to scripted clinical questions; and (4) taking specific action (certification and assignment of length of stay explicitly linked to each of the possible responses). It excludes: (1) applying clinical judgment or interpretation; (2) accepting unstructured clinical information; (3) deviating from script; (4) engaging in unscripted clinical dialogue; (5) asking clinical follow-up questions; and (6) issuing non-certifications.

**Primary Physician:** The physician who is primarily responsible for the medical treatment and services of a consumer.

**Principal Reason(s):** A clinical or non-clinical statement describing the general reason(s) for the non-certification determination (“lack of medical necessity” is not sufficient to meet this

requirement).

**Prospective Review:** Utilization management conducted prior to a patient's admission, stay, or other service or course of treatment (including outpatient procedures and services). This is sometimes called "pre-certification review" or "prior certification."

**Provider:** A licensed health care facility, program, agency, or health professional that delivers health care services. This includes home health agencies, durable medical equipment companies, infusion therapy companies, prosthetics, etc.

**Rationale:** The reason(s) or justification(s) – commonly based on criteria – for a specific action or recommendation.

**Reconsideration:** Additional information submitted in writing for a non-certified case decision to support approval

**Referring Entity:** Nevada Health Solutions or an individual that refers a case to an organization - Referring entities may include insurance regulators, health benefits plans, consumers, discharge planners, and attending providers.

**Retrospective Review:** Review conducted after services (including outpatient procedures and services) have been provided to the patient.

**Review of Service Request:** Review of information submitted to Nevada Health Solutions for health care services that do not need medical necessity certification nor result in a non-certification decision.

**Reviewer(s):** The individual (or individuals) selected by Nevada Health Solutions to consider a case. This includes nurse reviewers, peer clinical reviewers, and appeal clinical reviewers.

**Staff:** Nevada Health Solutions' employees, including full-time employees, part-time employees, and consultants.

**Standard Appeal:** An appeal of a non-certification that is not an expedited appeal. In most cases, standard appeals will not relate to cases involving urgent care. However, standard appeals may also include secondary appeals of expedited appeals.

**Structured Clinical Data:** Clinical information that is precise and permits exact matching against explicit medical terms, diagnoses or procedure codes, or other explicit choices, without the need for interpretation

**Utilization Management ("UM"):** Evaluation of the medical necessity, appropriateness, and efficiency of use of health care services, procedures, and facilities. UM encompasses prospective, concurrent, and retrospective review in which clinical criteria are applied to a request.



## Policy History/Revision Information

<u>Date</u>	<u>Action Description</u>
03/12/20	<p>Page 7: Added Prospective Reviews included list and under Decision Time Frames added (see addendum A).</p> <p>Page 36: Addendum A line 2 added “There is not an option for an extension of these timeframes”; a) added “This includes all requests for hospitalization and outpatient surgery”.</p>
11/12/20	<p>Page 4: Under Scope, Item D added “and ensuring requests are within client benefit plan”; Under Access Hours added NHS Hours of Operation</p> <p>Page 10 – Under Medical Necessity Definition added “and place of service; Under Medical Necessity Criteria – Removed Hayes California Technology Assessment Form (CTAF)</p> <p>Page 22: Under Appeal Reviewer Attestation added line 3</p> <p>Page 24: Under Medical Director removed “Assuring that the UM program fulfills its purpose and goals and complies with regulatory agencies and accreditation bodies and serving as committee chair of Utilization Management and Quality Management Committees; Under Sr. Dir. Med Mgmt. added “Serves as an advanced clinical resource to staff with responsibilities concerning Utilization Guidance decisions”; “serves as committee chair of Utilization Mgmt. Committee and Quality Management Committee”</p> <p>Page 25: Added “Assuring that UM Program fulfills its purpose and goals and complies with regulatory agencies and accreditation bodies”</p> <p>Page 27: Under Confidentiality changed Compliance Privacy Quality Improvement Manager to HIPAA Privacy Officer</p> <p>Page 29: Under Structure Membership Items A &amp; B changed from Medical Director to Sr. Director Med. Mgmt.</p> <p>Page 30: Under Voting Rights Item A changed from 12 to 1; added Item D “When necessary voting may occur electronically</p> <p>Page 33 &amp; 34: Added Quality Improvement Dashboard Report</p> <p>Page 35: under Summary changed Medical Director to Sr. Director of Med. Mgmt.' added "The Quality Management Committee meets at least quarterly and maintains approved records of all committee meetings</p> <p>Page 36: Added Addendum A; Under item #2 added "There is not an option for an extension of these timeframes; Under item #3 added "This includes all requests for hospitalization and outpatient surgery."</p> <p>Page 41: Added "Reconsideration" definition</p> <p>Page 42: Removed year from front page and added Policy History/Revision Information</p>
12/10/20	2021 UM/QM Program approved
09/16/21	Page 4 – Access to Staff - under hours of operation – changed “open” to “available”.
12/10/21	2022 UM/QM Program approved