

GREATER COLUMBIA BEHAVIORAL HEALTH Policies and Procedures

Category: Clinical
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Approved By: The Board of Directors
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No: CL317.01

Title: **Utilization Review Services Policy**

I. Scope:

This policy applies to the use of an External Utilization Management System (UM System) by Greater Columbia Behavioral Health (GCBH).

II. Purpose:

- A. This policy is designed to address the process by which GCBH will utilize the services of an External Utilization Management System.
- B. While GCBH maintains the authority for Authorizations, Actions and Notifications of those actions, it may elect to contract with an External Utilization Management System to facilitate the accomplishment of such functions. Despite this, GCBH remains accountable for the activities to be carried out. Authority in this context means that the External UM Service will carry out specific functions, within agreed upon parameters, (i.e. standards). Accountability in this context means that GCBH cannot abdicate responsibility for the function being performed according to GCBH Standards. GCBH has ultimate responsibility for the quality of work performed and the end product. GCBH will ensure that the External Utilization Management Service will adhere to requirements set forth by the Mental Health Division, including those established for Community Hospital Authorizations.

III. Process/Procedures:

- A. If GCBH elects to utilize an External UM System it shall assure the quality of work performed through the following expectations that are included in an agreement between GCBH and that External UM System:
 - 1. The External UM System must maintain accreditation according to industry standards (e.g. URAC or NCQA accreditation).

- a. Copies of currently accreditation/certification documentation will be provided to the GCBH Regional Office within 15 days of the ratification of any contract or within 15 working days of the receipt of any future documentation of accreditation/certification.
- b. The External UM System must provide to GCBH the results of any (and all) accreditation or certification audits within 7 working days of the UM Systems receipt of those findings.
 - i. Any adverse findings within those Audits will be addressed in such a way as to maintain accreditation or certification.
 - ii. GCBH will be provided copies of any and all Corrective Action Plans pertaining to such findings within 7 working days of the submission of the Corrective Action Plan.
 - iii. GCBH will receive the results of any follow up to such a Corrective Plan within seven working days of their submission to the UM System by the accreditation body.
- c. If the External Utilization Management System does not experience an Certification/Accreditation Audit within a 12 month period, they will complete a self-assessment utilizing the evaluation tool previously employed by the Certification or Accreditation body. GCBH shall have the right to request timely corrective action for any deficiencies identified in such a self-assessment.
- d. When an External Utilization Management System is considering a major system change in its functions related to GCBH (e.g., changing Information Systems, Telecommunications systems or significantly restructuring a service) a description shall be presented to the GCBH Board of Directors for review 45 days prior to initiation. The GCBH Board of Directors shall provide feedback to the External Management System within 30 days.
- e. An External Utilization Management System shall comply with all prevailing and applicable policies, procedures, and standards of the MHD, including those associated with the current HIPAA guidelines.
- f. An External Utilization Management System shall cooperate with other reasonable reporting, data collection, contract audits, concurrent reviews, or similar requirements as may be necessary to ensure successful performance of GCBH's obligation under its agreement with the Mental Health Division.
 - i. The required reporting and frequency of said reporting will be described in the contractual agreement, and shall conform to the data

reporting requirements of GCBH.

- g. Remedies and sanctions will be described in the contractual agreement, and shall conform to the contractual requirements of GCBH
- h. Fully executed copies of all contracts shall be maintained in the GCBH Regional Office.

IV. Integration with Greater Columbia Behavioral Health Quality Management Program:

The GCBH use of an External Utilization Management System may occur when efficiency and effectiveness can be achieved but not at the expense of quality provision of services and GCBH oversight responsibility. GCBH shall routinely report to the QMOC on the monitoring functions described above.

V. Expected Outcome(s):

- A. Efficient and effective utilization of resources for the provision of the GCBH Utilization Management system.
- B. Elimination of duplicative management functions.
- C. Assurance of compliance with MHD and BBA requirements around Authorizations, Actions and Notifications as a means of assuring the provision of consumer rights.

VI. Cost Analysis:

To be determined based on Utilization reports, audits, monthly financial reports, etc.

Approved:

Date:

/S/ William Wilson
William Wilson, DrPH
Director

10/12/07