

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/02/2009 Last Review Effective Date: 02/11/2009
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.4

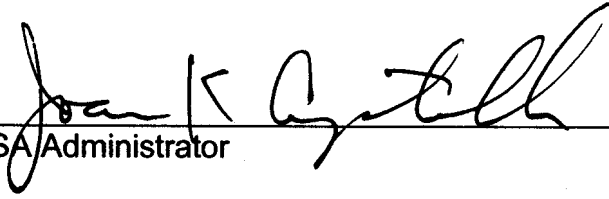

SUBTITLE: Monitoring Durable Medical Equipment (DME)

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to monitor retrospectively the Children's Rehabilitative Services (CRS) Contractor's utilization of durable medical equipment (DME) to detect and correct potential under- and over-utilization and assure clinically appropriate, safe, and cost effective DME services for children with special health care needs.

PROCEDURES:

- 1) CRSA Medical Management/Utilization Management (MM/UM) staff review reports from the CRS Contractor database for utilization of DME including, but not limited, to orthotics, prosthetics, and wheelchairs with regards to:
 - a) Patterns of utilization.
 - b) Cost.
 - c) DME delivery date.
- 2) A CRS DME/Wheelchair Family Satisfaction Survey is conducted annually. The report will be submitted to the Pharmacy and Therapeutic Subcommittee, Utilization and Medical Management Committee, Quality Management Committee, and the CRSA Executive Management Team for analysis and interventions, if indicated.
- 3) Quarterly reports and the survey findings are presented to the CRSA Pharmacy and Therapeutic Subcommittee for review and interventions as indicated.
- 4) On-site DME reviews are conducted for contract compliance. The review includes case notes, provider services requests, and prior authorization documentation.
- 5) Any deficiencies identified during the CRS Contractor site visit are referred to the CRSA MM/UM Committee for recommendations.
- 6) The CRSA MM/UM Committee will review any trends identified in grievances, appeals, and claims disputes related to DME utilization.

Approved:	Date:
 CRSA Administrator	<u>3/16/09</u>
 CRSA Medical Director	<u>3/11/09</u>