

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 1.6

SUBTITLE: Concurrent Review Process

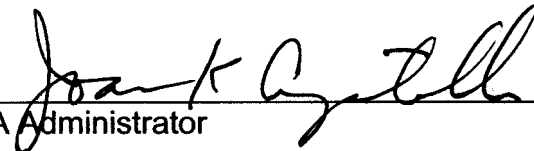

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to monitor the Children's Rehabilitative Services (CRS) Contractors' concurrent review processes and services. CRSA will abide by Arizona Health Care Cost Containment Services (AHCCCS) Medical Policy Manual Chapter 1000.

PROCEDURES:

- 1) CRSA will ensure that the CRS Contractor has appropriate written policies and procedures that describe its processes, timelines, and frequency for conducting concurrent review activities. (See CRS Contractors Policy and Procedure Manual (CPPM) Section 11.2, Concurrent Review)
 - a) Policies will be reviewed during the Annual Administrative Review. (See CRSA Policy and Procedure Manual GA 1.1, CRSA Annual Administrative Review Process)
 - b) The CRS Contractor must receive a minimum performance score of 90%.
- 2) CRSA will ensure the CRS Contractor has adequate, qualified, licensed medical staff to conduct concurrent reviews
- 3) CRSA will ensure that CRS Contractor has a system of utilization review for a member's hospital admission and for determination of the medical necessity for ongoing institutional care (concurrent review) using standardized criteria as described in CRS Contractor Policy and Procedure Manual Section 11.2, Concurrent Review. This review occurs on a quarterly basis.
- 4) CRSA monitors the CRS Contractor's established processes and timelines for concurrent review decisions to ensure compliance with the following:
 - a) That all previously (prior) authorized stays have a specific date by which the need for continued stay would be reviewed.
 - b) That reviews of an admission not prior authorized is conducted within one (1) business day after notification.
 - c) The extension of a continued stay has been assigned a new review date (not to exceed seventy-two (72) hours) each time a concurrent review occurs.

- 5) CRSA staff analyzes findings of concurrent review audits.
- 6) CRSA staff report findings and concerns to the CRSA Medical Management/Utilization Management (MM/UM) Committee.
- 7) The CRSA MM/UM Committee identifies areas requiring interventions and/or corrective actions for the CRS Contractor.
- 8) The corrective action plan (CAP) is monitored until desired outcomes are achieved.

<p>Approved:</p> <p> _____ CRSA Administrator</p> <p> _____ CRSA Medical Director</p>	<p>Date:</p> <p><u>3/5/09</u></p> <p><u>3/4/09</u></p>
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