

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: 03/11/2009
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.7

SUBTITLE: Inter-Rater Reliability (IRR) Testing

POLICY:

It is the policy of Children's Rehabilitative Services Administration (CRSA) to ensure that the Children's Rehabilitative Services (CRS) Contractor makes consistent decisions. CRSA monitors the CRS Contractor's process of Inter-Rater Reliability (IRR) review for its staff responsible for the following areas:

- Prior authorization.
- Concurrent review.
- Retrospective review.

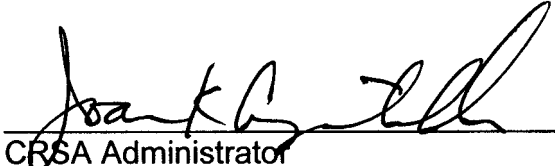

CRSA will abide by the Arizona Health Care Cost Containment System (AHCCCS) Medical Policy Manual Chapter 1000, Medical Management/Utilization Management.

PROCEDURES:

- 1) CRSA will ensure through its oversight that the CRS Contractor's staff, including the CRS Medical Director(s) or his/her designee(s) involved in prior authorization, concurrent review, and retrospective review decisions, are required to participate in IRR training and testing at least annually. The CRS Contractor must require new employees responsible for prior authorization, concurrent review, and retrospective review decisions to participate in IRR testing within three (3) months of hire. The CRSA Medical Management/Utilization Management (MM/UM) staff monitors proof of IRR course completion during the Annual Administrative Review (See CRSA Policy and Procedure Manual GA 1.1, CRSA Annual Administrative Review).
- 2) CRSA will review the CRS Contractor's IRR testing and training results with the expectation that the CRS Contractor's prior authorization, concurrent review, and retrospective review staff receive a performance score of at least 90%.
- 3) The CRS Contractor's IRR testing and training results will be reported to the CRSA MM/UM Committee. Corrective action plans (CAP) will be initiated and monitored until the desired outcomes are achieved for testing, training, timeliness of training, and/or the performance scores of

90%.

- 4) CRSA staff involved in the process of monitoring medical necessity decisions for prior authorization, concurrent review, and/or retrospective review will participate in IRR activities to assure consistency to applicable standards listed below.
- a. IRR checks are made by the CRSA Utilization Review nurses for prior authorization, concurrent, and retrospective reviews during visits to the CRS Contractor to ensure consistency of monitoring and evaluation of the CRS Contractor's decisions.
 - b. The CRSA's staff, who reviews prior authorization, concurrent review, and retrospective review and CRSA Medical Director, will evaluate reviewed denials for appropriateness and consistency of recommendations.
 - c. Variances between the CRS Medical Director's determination and CRSA will be trended and evaluated on at least an annual basis.

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