Arizona Department of Health Services Office For Children With Special Health Care Needs Children's Rehabilitative Services Administration	**Effective Date: 02/14/2007** **Last Review Effective Date: 02/13/2008**
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.

PROCEDURE:

1) CRS Contractors must have written policies and procedures that describe their processes, timelines, and frequency for conducting concurrent review activities as described in CRS Contractor Policy and Procedure Manual Chapter 11.0.

2) CRS Contractors shall have 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 standard criteria.

3) CRS Contractors shall have adequate, qualified, and professional medical staff (i.e., physician, physician assistant, nurse practitioner, and/or registered nurse (RN) or bachelor of science in nursing degree (BSN)) to conduct reviews

4) CRSA monitors each CRS Contractor to ensure compliance with the established processes and timelines for concurrent review decisions in the following manner:
   a) CRSA Medical Management (MM)/Utilization Management (UM) staff review CRS Contractors' policies and procedures during CRSA administrative review for compliance;
   b) During periodic site visits, CRSA MM/UM staff audit patient charts and concurrent review documentation for CRS conditions and eligibility, use of standard criteria, length of stay (LOS), and prior authorization, and to ensure that reviews are conducted by qualified staff in accordance with CRS Contractor Policy and Procedure Manual Chapter 11.0.
   c) CRSA MM/UM staff ensure:
      i) That all previously (prior) authorized stays have a specific date by which the need for continued stay would be reviewed.
      ii) That reviews of an admission not prior authorized is conducted within one (1) business day after notification.

iii) 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.

6) CRSA staff report findings and concerns to the CRSA MM/UM Committee.

7) The CRSA MM/UM Committee identifies areas requiring interventions and/or corrective actions from the CRS Contractor.

8) The corrective action plan (CAP) is monitored until desired outcomes are achieved.

Approved:	Date:
CRSA Administrator	2/18/08
M.D. CRSA Medical Director	2/19/08