

# Utilization Management Committee

Date: Thursday, January 23, 2020

Time: 2-4pm

Location: Gratiot CMH 608 Wright Ave, Alma, MI; **Upstairs Board Room**

Call-In: **Conf: 888-585-9008/ Room #: 305-403-274**

Meeting content linked here: [UMC January Meeting Materials](#)

CMHSP	UMC Participant(s)
Bay-Arenac	Joelin Hahn
CEI	Tim Teed, Tamah Winzeler
Central	Renee Raushi, Jenelle Lynch
Gratiot	Michelle Stillwagon; Taylor Hirschman
Huron	Levi Zagorski
Ionia-The Right Door	Susan Richards-Excused
LifeWays	Dave Lowe
Montcalm Care Network	Adam Stevens
Newaygo	Annette VanderArk, Kristin Roesler
Saginaw	Vurlia Wheeler
Shiawassee	Jennifer Tucker, Craig Hause
Tuscola	Michael Swathwood
MSHN	Skye Pletcher

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- I. **Review and Approve November Minutes, Additions to Agenda**
  
  - II. **Consent Agenda Informational Items**
    - A. Electronic Visit Verification Good Faith Effort Approval
    - B. Mental Health Block Grant Letter of Interest (MSHN submission for regional training)
  
  - III. **HSAG Findings & Corrective Action Plan**
    - A. **Background:** The 2018-2019 external quality review conducted by Health Services Advisory Group (HSAG) resulted in 4 findings of non-compliance for UM standards. All findings were related to aspects of adverse benefit notices. A copy of the full findings report as well as a summary of the UM-specific findings and recommendations are included in the meeting materials. Dan Dedloff from MSHN will join the February UMC meeting to discuss corrective action planning between Customer Service Committee and UMC in order to avoid duplication of effort.

- B. Discussion:** The specific findings related to non-compliance with the timing of issuing adverse benefit determinations to individuals as a result of authorization denial (72-hours for expedited; 14 days for standard) or as a result of authorization decision not being reached within the required timeframe (72 hours for expedited; 14 days for standard)
- C. Outcome:** Dan Dedloff to join UMC in February to discuss logistics of the corrective action plan and clarify operationalizing the changes in the UM process at each CMH

#### **IV. Regional Courtesy Screen/In-Region COFR Workgroup Recommendations**

- A. Background:** Crisis supervisors met in November to participate in a one-time workgroup to address issues related to in-region COFR and courtesy screen practices. The recommendations of the workgroup are incorporated into the MSHN Inpatient Psychiatric Hospitalization Policy/Procedure for review
- B. Question:** Is this committee in support of the clarifications as represented in the draft policy/procedure? (If in support, the policy/procedure will move to Ops Council)
- C. Discussion:** UMC members who participated on the workgroup affirmed that the suggested policy language is reflective of the workgroup's recommendations
- D. Outcome:** Each CMH to provide feedback to Skye by 2/7; if no substantive feedback is received UMC is in favor of moving through the established policy approval process and to Ops Council. If substantive feedback is received Skye will bring policy back during February UMC meeting for additional discussion and review.

#### **V. Level of Care- SMI and SED**

- A. Background:** The ABSW and TBD Solutions have finished their work on the regional standard core service menus for LOCUS and CAFAS (included in meeting folder). Additionally, there is an outlier analysis report (included in meeting folder) identifying recommendations for this committee's consideration regarding how to move forward with conducting outlier reviews. Lastly, there is a new draft policy and procedure describing the regional Level of Care Utilization System for Parity.
- B. Discussion:** Substantial discussion around how best to operationalize the regional core service menus. Clarification that Ops Council has already reviewed and approved; it is now being requested that UMC implement the core service menus. Each CMHSP has the autonomy to implement in the manner that best fits their local process and business practices. Anticipated implementation date is 4/1/20; discussed potential barriers to implementation such as EMR programming. There are also questions about how individuals with co-occurring SMI and I/DD are accounted for in the LOCUS core service menu so that they do not show up as utilization outliers.
- C. Outcome:** MSHN to invite TBD solutions to participate in February UMC meeting to provide additional clarification around recommendations contained in the outlier analysis document and to offer additional guidance pertaining to implementation of core service menus