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## **North Sound Behavioral Health Administrative Services Organization, LLC**

Section 1500 - Clinical: Utilization Management of Outpatient Services

Authorizing Source: HCA Contract

Approved by: Executive Director    Date: 07/12/19    Signature:

### **POLICY # 1595.00**

#### **SUBJECT: UTILIZATION MANAGEMENT OF OUTPATIENT SERVICES**

#### **PURPOSE**

To define utilization management (UM) processes and requirements for North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) and its contractors. To describe the variety of mechanisms used to monitor and identify over- and under-utilization of resources and implement remedial action when indicated.

#### **POLICY**

UM of behavioral health services will be conducted in a systematic manner by qualified staff to ensure the appropriateness and quality of access to and delivery of behavioral health services to eligible residents of the North Sound region. North Sound BH-ASO shall ensure all UM activities are structured to not provide incentives for any individual or entity to deny, limit, or discontinue medically necessary behavioral health services to any individual.

North Sound BH-ASO may specify what constitutes medical necessity in a manner that is no more restrictive than the State Medicaid program. For the purpose of UM, North Sound BH-ASO may place appropriate limits on a behavioral health service based on criteria applied under the State plan, such as medical necessity, provided the behavioral health services furnished could reasonably be expected to achieve their purpose.

North Sound BH-ASO reviews all treatment records in accordance with state and federal law. Substance use disorder (SUD) records are reviewed in accordance with 42 CFR §2.53. Reviewers do not copy or remove any treatment records during a review.

North Sound BH-ASO employs a variety of tools and review activities for UM including:

#### **1. Tools**

##### Level of Care Guidelines

North Sound BH-ASO utilizes Level of Care Utilization System/Child & Adolescent Level of Care Utilization System (LOCUS/CALOCUS) for mental health services. For substance use services, the American Academy of Addiction Medicine (ASAM) criteria is utilized for level of care. North Sound BH-ASO has UM guidelines that identify the type and intensity of services associated with each level of care. For additional detail about the use of these tools in the North Sound region, refer to North Sound BH-ASO Policy 1565 – Level of Care Guidelines and Policy 1586.

#### **2. Prospective Review**

North Sound BH-ASO, or its designee, conducts several prospective reviews for the authorization of outpatient services requested out-of-network. The criteria applied in the prospective utilization review process for out-of-network outpatient services are applied to the following levels of care:

- a. Intensive Outpatient Program;
- b. Medication Evaluation and Management;
- c. Opiate Treatment Program/Medication Assisted Therapy (OTP/MAT);
- d. Initial Assessment (MH and SUD) and Outpatient Services; and
- e. Psychological Testing.

### **3. Concurrent Review**

- a. A concurrent review of the services being received by an individual, in accordance with the North Sound BH-ASO Level of Care Guidelines, and the clinical record assist in determining whether or not an individual continues to remain eligible for services.
- b. North Sound BH-ASO will request clinical information from the contracted provider to assist in the determination of continuing stay.

## **PROCEDURES**

### **1. Prospective Review**

- a. Authorization Requests will be submitted to North Sound BH-ASO on a daily basis.
- b. North Sound BH-ASO clinical professionals will review the Authorization Request to determine if an individual meets medical necessity criteria to be admitted into services.
  - i. If an individual is determined to not meet the medical necessity criteria, the North Sound BH-ASO clinical professional will move to one of the following individuals for a denial review:
    - a. A contracted physician board-certified or board-eligible in Psychiatry or Child and Adolescent Psychiatry;
    - b. A contracted physician board-certified or board-eligible in Addiction Medicine, a Subspecialty in Addiction Psychiatry; or
    - c. A contracted licensed, doctoral level clinical psychologist
  - ii. Once the denial review is completed by the individual listed above, the authorization process will be completed by the North Sound BH-ASO clinical professional.
- c. The contracted provider is notified of the decision.

### **2. Concurrent Review**

When an individual is engaged in services North Sound BH-ASO will consult with the contracted provider agency and review the individuals clinical record to determine if the individual continues to meet medical necessity criteria.

## **ATTACHMENTS**

None