



MASSACHUSETTS HOSPITAL ASSOCIATION



MassHealth Acute Hospital Utilization Management Program

Presentation for Massachusetts Hospital Association Members

October 27, 2009

Introduction

University of Massachusetts Medical School

- Eloise Porterfield, Director, Prior Authorization and Utilization Management Program
- Tina McCormick, Manager Acute & Chronic Hospital Program

Permedion-HMS

- Tom Schultz, Vice President and General Manager
- Keith Reinold, Regional Vice President
- Robert Bargar, MD, Medical Director
- Maureen Riley, Director, UM
- Betty Whalen, Contract Manager
- Laura Ferreira, Provider Relations Manager

Agenda

- Introductions
- Contract Award
- Overview of Permedion-HMS
- Utilization Management Program: What's Different?
- Clinical Utilization Management Plan
- Open Discussion / Questions

Contract Award

- Utilization Management Program administered by the University of Massachusetts Medical School (Office of Clinical Affairs) on behalf of the Executive Office of Health and Human Services
- Contract awarded to Permedion-HMS to perform utilization management on services rendered by acute hospitals to MassHealth members
- Hospitals will experience minimal changes from the approach currently being used by Masspro
- Operations begin November 2, 2009

About Permedion-HMS

- Founded 1974-Peer Review Systems
- Wholly owned subsidiary of HMS
- URAC accredited for both Utilization Management (UM) and Independent Review Organization (IRO)
- Designated by CMS as: QIO-like entity, Qualified Independent Contractor (QIC)
- Utilization Review in Ohio for 12 years
- UM for State Medicaid Agencies in CO, VA, NJ
- Multiple MassHealth contracts since 1991
- 1,100 employees with physician panel of 500
- 100+ employees in Charlestown, MA

Permedion-HMS Experience

- Management team
 - 18 yrs utilization management experience (average)
 - Medical Director has over 20 years experience
- Review nurses
 - 13 years experience (average) in Massachusetts Acute Care Hospitals
 - 9 years (average) utilization management experience
- Specialty experience of reviewers includes: ICU, CCU, ER, RR, Med-Surg, Ortho, Pediatrics, Neuro, ENT, Maternal Health, Workers Comp, Rehab, Homecare VNA and other

Contracted Services

- Preadmission Screening
- Prepayment Review
- Postpayment Review
- Review for Acute Rehabilitation Hospitals
 - Concurrent Review, Conversion

Utilization Management Program- What's different?

- Review Program
 - Provider Relations Manager
 - Desktop Reviews for Prepayment and Postpayment Reviews
- Provider Relations Plan
 - Regular Meetings and Onsite Visits with hospitals
 - Annual MHA Meeting
 - Newsletter, Website
 - We welcome feedback!

Pre-admission Screening

- Transition: Permedion-HMS to Start on November 2, 2009
Masspro ends October 30, 2009
- Web Portal, phone, fax and mail review
 - Reviews scheduled by Date of Admission
 - Nurses review and can approve if criteria is met
 - Physician review cases that do not meet criteria or cases where nurses pend to Clinical Review
 - Use Masspro fax form if you do not have an updated form
- Process for PAS
 - Enter cases into the POSC to complete PAS and to confirm case status, access the Virtual Gateway
 - Request will be reviewed and may be approved on-line by nurse or may be suspended for further review
 - IF a case is started will Masspro they will complete it.
 - PLEASE CHECK TO MAKE SURE IT IS COMPLETED
 - Updated forms will be available to fill in, print and fax
 - Results: Approve, Defer, Deny or Re-review

Preadmission Screening Notes

- Providers can start cases online and can call Permedion with specific information or assistance to finish the forms. If started you need to have the PAS number
- Duplicate requests (fax and online requests) are tracked based on duplicate PAS numbers, duplicate name and date fields. When cases are assigned, all information is on the Worklist. No PAS #? It will not be kept in the system

Prepayment Review

- Transition: Permedion-HMS begins on 11/2/09
- Weekly claims selection includes *inpatient review* (based on data analysis) beginning with 11/2/09 paid claims
- Medical Records are due within 17 calendar days from the date of the written request . NOTE: If the list of case managers is sent to Betty Whalen, we will enter it into the system for notification
- Courtesy call on day15
- Perform desk review
- Criteria: InterQual Criteria, MassHealth Regulations on Medical Necessity, Acute Rehab Hospital Screening Criteria in RFA, Current ICD Coding Rules
- Review Results: Approve, Deny or Re-review

Postpayment Review

- Transition: Permedion-HMS begins with claims selection paid by MassHealth starting on 7/1/09 and actual postpayment review begins January 1/31/10 (Masspro will complete their reviews by 1/31/10)
- Includes: Inpatient, Outpatient and Acute Rehab Reviews
- Perform desk review
- Courtesy phone calls for medical record on day 15
- Criteria: InterQual Criteria, MassHealth Regulations on Medical Necessity, Acute Rehab Hospital Screening Criteria in RFA, Current ICD Coding Rules
- Review Results: Approve, Deny or Re-review

Timeframe for Pre and PostPayment Review

Calendar Day	Activity
1	Request medical records from hospitals for the sample claims
17	Medical records are due to Permedion-HMS. Follow-up call after 15 days from date of medical record request
19	Absolute deadline for receipt of medical records or case is deferred
75	All reviews are complete and the initial determinations are made
108	The last day the hospital has to submit documentation to dispute Initial Determinations of denial.
123	All re-reviews are complete and Final Determinations are sent to the hospitals.

Other Activities

- **Hearings**
 - Permedion-HMS will participate in all Acute Hospital Utilization Management Hearings as scheduled by the Board of Hearings (including reviews completed by Masspro)
- **Quality Assurance**
 - Maintain QA process, review manual, clinical QC panel

Permedion-HMS Contact Information

- Phone: (877) 735-7416
- Fax: (877) 735-7415
- Email address: MAUR@hms.com

Address:

Permedion HMS Government Services
510 Rutherford Avenue, 3rd Floor
Charlestown, MA 02129

- Provider Relations
Laura Ferreira : (617) 398-1407

Open Discussion and Questions

