

# MassHealth Acute Hospital Utilization Management Program

## Presentation to Massachusetts Hospital Association and Members

May 26, 2010

# Introductions

## MassHealth

- ✓ Eloise Porterfield, Director, Utilization Management Program
- ✓ Tina McCormack, Manager Acute & Chronic Hospital Program

## Permedion

- ✓ Maureen Riley, Clinical Review Director
- ✓ Robert Bargar MD, Medical Director
- ✓ Betty Whalen, Contract Manager
- ✓ Jeffrey Driscoll, Review Manager
- ✓ Margi Ryder, Provider Relations Manager

# Preadmission Screening (PAS)

## Accomplishments and Improvements

- ✓ Began operations November, 2009
- ✓ Average 180 reviews weekly
- ✓ Prioritization by Date of Admission
  - Added nurse reviewers to address advance notification

## Preadmission Screening (cont.)

### Objectives and Reminders

- ✓ Adherence to 7-day regulation 130 CMR 450.208
- ✓ Clarification of Preadmission (elective admissions) vs. Prior Authorization
- ✓ Toll Free Phone and Fax Numbers for Permedion
  - T (877) 735 7416
  - F (877) 735 7415

# Pre/Postpayment Review

## Accomplishments and Improvements

- ✓ Began operations November 2009 (pre) and February 2010 (post)
- ✓ Comprehensive information added to denial letters
- ✓ No final denial letters if no request for reconsideration
  - Providers can rebill O/P immediately (if no appeal)
- ✓ Incomplete medical record denials
  - Allow rebill for O/P within 90 days

## Pre/Postpayment Review (cont.)

### Objectives and Reminders

- ✓ Denials
  - Technical: Complete vs Incomplete
- ✓ Increasing Postpayment Review volume
- ✓ Timeline for MRR: 17 calendar days
  - Permedion will send you MRR via voltage encrypted email
  - Providers can add a 3<sup>rd</sup> contact for MRR
    - *Contact Maryann Allen: 617 398-1413 or [mallen@hms.com](mailto:mallen@hms.com)*

## Pre/Postpayment Review (cont.)

### Future Enhancements

- ✓ Add Medical Record # to Postpayment Request Letter
- ✓ Providing hospitals with reports that include data on Pre/Post payment cases via web site
- ✓ Evaluating use of electronic records and taking steps to plan the increased utilization of EMR

## Other

- ✓ Serious Reportable Events
- ✓ Provider Relations Plan
  - Provider Relations Manager: Margi Ryder
  - Hospital visits are being scheduled
- ✓ Access to Permedion website
  - <http://hmspermedion.com/massmedicaid.htm>
  - Review status/determination



# Questions

