



IEHP Utilization Management Delegation Oversight

LOB: Medi-Cal

Approval Review Tool

Delegate/IPA:

Service Month:

Review Date:

Reviewer:

Overall Score

N/A

Overall Points Possible

Overall Points Received

Timeliness*

Total Auths Approved

Notification Timely

Decisioned Timely

*Details Provided by IEHP HCI Dept

	File #1	File #2	File #3	File #4	File #5	File #6	File #7	File #8	File #9	File #10	Elemental Score
(a) Approval Tracking #											
(b) File Type Requested											
(c) Authorization Received Date / Time											
(d) Authorization Decision Date / Time											
(e) Date Referral Deemed Necessary											
(f) Member/Provider Language											
(g) Notification of Letter Sent											
(h) Clinical Documentation											
(i) Provider Outreach											
(j) Correct Template											
(k) Points Received											
(l) Points Possible											
(m) Individual File Score	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Comments											



IEHP Utilization Management Delegation Oversight
LOB: Medi-Cal
Approval Review Tool - Instructions and Data Dictionary

File Review Instructions:

IEHP selects 10 approved Authorizations for review from the IPA Delegated *Monthly Referral Tracking Log*. Each file will be reviewed against the elements listed below and noted as follows: "1" yes the file review element meets, "0" when the file review element does not meet. Each file reviewed has a maximum score of 5 possible points. Findings related to each file review will be listed within the comments for IPA review.

Data Dictionary			
<i>Element Letter</i>	<i>Element Description</i>	<i>Methodology</i>	<i>Regulatory Criteria/ Citation/ Policy</i>
(a)	Approval Tracking #	<i>Element Not Scored:</i> The authorization reference number located on the referral form for tracking purposes.	IEHP Provider Policy and Procedure - Medi-Cal MC_25E1: <i>Utilization Management - Delegation Oversight & Monitoring</i>
(b)	File Type requested	<i>Element Not Scored:</i> The authorization type: Pre-Service Routine, Pre-Service Expedited, Post Service Retrospective Review, Concurrent Standard, Concurrent Expedited.	
(c)	Authorization Received Date / Time	<i>Element Not Scored:</i> The date the authorization request was received.	
(d)	Authorization Decision Date / Time	<i>Element Not Scored:</i> The date the authorization request was approved.	
(e)	Date Referral Deemed Necessary	<i>Element Not Scored:</i> The date/time the Provider deemed the referral necessary.	
(f)	Member/Provider Language	<i>Scored Element:</i> Review of the authorization approval letter sent to the Member/Provider must be written in a manner, format, and language that can be easily understood.	IEHP Provider Policy and Procedure - Medi-Cal MC_25E1: <i>Utilization Management - Delegation Oversight & Monitoring</i>
(g)	Notification of Letter Sent	<i>Scored Element:</i> Review of documentation must demonstrate evidence that an approved authorization letter was sent to the Member/Provider.	
(h)	Clinical Documentation	<i>Scored Element:</i> Review of supportive clinical information must demonstrate the application of the criteria utilized to determine decision. Element excludes automated authorization approvals.	
(i)	Provider Outreach	<i>Scored Element:</i> In the event initial request submitted by Provider does not include information reasonably necessary to make a determination of the authorization, evidence must demonstrate IPA outreach to the requesting Provider for additional clinical information.	
(j)	Correct Template	<i>Scored Element:</i> Review of the authorization letter demonstrates the use of IEHP approved template and attachments - Correct template with attachments can be found on the IEHP website at: iehp.org . Member authorization letter must be mailed in the Member's appropriate threshold language.	
(k)	Points Received	Each file reviewed has a maximum score of 5 possible points. Total points earned from letters (e)-(j) above.	N/A
(l)	Points Possible	Each file reviewed has a maximum score of 5 possible points. Total points possible from letters (e)-(j) above, excluding non applicable elements.	
(m)	Individual File Score	Total points earned from letters (e)-(j) above divided by total points possible from letters (e)-(j) above, excluding non applicable elements for each file reviewed.	