

*IEHP Utilization Management Delegation
Oversight*
LOB: Medicare
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 Dep*

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			
Element Letter	Element Description	Methodology	Regulatory Criteria/ Citation/ Policy
(a)	Approval Tracking #	<p>Element Not Scored: The authorization reference number located on the referral form for tracking purposes.</p>	IEHP Provider Policy and Procedure - Dual Choice MA_25E1: <i>Utilization Management - Delegation Oversight & Monitoring</i>
(b)	File Type requested	<p>Element Not Scored: The authorization type: Pre-Service Routine , Pre-Service Expedited, Post Service Retrospective Review, Concurrent Standard, Concurrent Expedited.</p> <p>Review of documentation for a proper downgrade from an expedited determination request to a standard determination and for proper notification to the enrollee that explains that the organization will process the request using the 14-day timeframe for standard determinations, informs the enrollee of the right to file an expedited grievance, informs the enrollee of the right to resubmit a request for an expedited determination with any physician's support, and provides instructions about the grievance process and timeframes.</p>	
(c)	Authorization Received Date / Time	<p>Element Not Scored: The date the authorization request was received.</p>	
(d)	Authorization Decision Date / Time	<p>Element Not Scored: The date the authorization request was approved.</p>	
(e)	Date Referral Deemed Necessary	<p>Element Not Scored: The date/time the Provider deemed the referral necessary.</p>	
(f)	Date receipt of information reasonably necessary to make the determination	<p>Element Not Scored: The date the Plan or Delegate received information reasonably necessary to make the determination.</p>	
(g)	Member Language	<p>Scored Element: Review of the authorization approval letter sent to the Member/Provider or enrollee's authorized representative when an AOR is in place, must be written in a manner, format, and language that can be easily understood.</p>	
(h)	Notification of Letter Sent	<p>Scored Element: Review of documentation must demonstrate evidence that a approved authorization letter was sent to the Member/Provider.</p>	
(i)	Clinical Documentation	<p>Scored Element: Review of supportive clinical information must demonstrate the application of the criteria utilized to determine decision. Documentation must include a written assessment of medical necessity, relevant clinical information, appropriateness of level of care, and the specific criteria upon which the decision was based. Element excludes automated authorization approvals.</p>	
(j)	Provider Outreach	<p>Scored Element: 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.</p>	

(k)	Correct Template	Scored Element: Review of the authorization letter demonstrates the use of IEHP approved CMS 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.	
(l)	Points Received	Each file reviewed has a maximum score of 5 possible points. Total points earned from letters (e)-(i) above.	N/A
(m)	Points Possible	Each file reviewed has a maximum score of 5 possible points. Total points possible from letters (e)-(i) above, excluding non applicable elements.	
(n)	Individual File Score	Total points earned from letters (e)-(i) above divided by total points possible from letters (e)-(i) above, excluding non applicable elements for each file reviewed.	