



LMHA UTILIZATION MANAGEMENT PLAN

FY '23 – FY '24

Revised 09/14/22

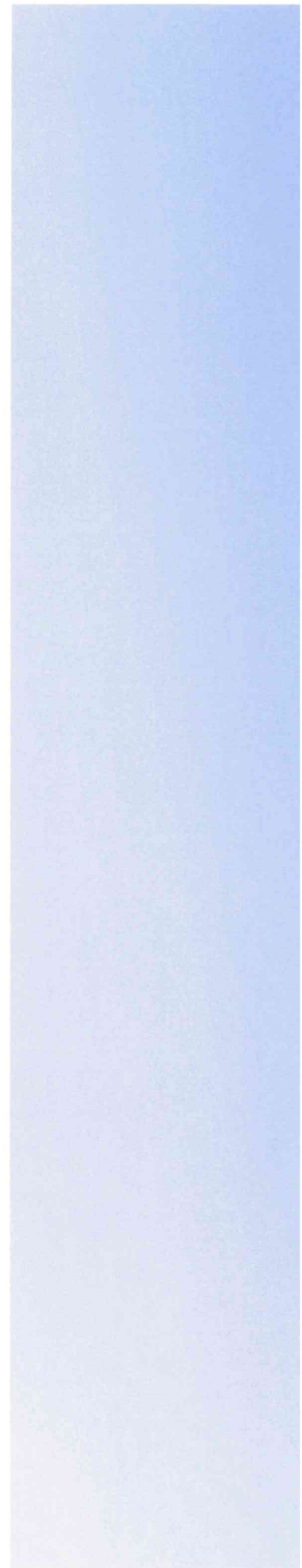


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PURPOSE

MHMR Concho Valley's (MHMRCV) Utilization Management (UM) Program has a twofold purpose. The primary function is to ensure that individuals receive quality, cost effective services in the most appropriate treatment setting, in a timely manner. Second, the Center's UM Program exists to ensure that there is an effective process to manage the utilization of clinical resources. Together, these principles work to promote efficient operation while meeting the needs of people in the Concho Valley.

MISSION, VISION AND VALUES

The UM Program is driven by, and supports, the mission, vision, and values of MHMR Concho Valley. These statements are provided next.

MISSION:

"Working together to help people help themselves."

VISION:

"Creating Better Health & Wellness in our Community"

VALUES:

R.I.S.E – "Respect, Integrity, Support and Excellence"

OVERVIEW

By implementing UM activities, MHMRCV strives to achieve a balance between the needs and well-being of individuals in need of mental health services and the demand for services and availability of resources. MHMRCV conducts utilization management activities that focus on Texas Resilience and Recovery (TRR) Mental Health services. Key UM processes include the facilitation of access and referral to services, promotion of the most effective use of resources, and the ongoing exchange of clinical information between the MHMRCV and its providers. Utilization staffs grant level of care authorizations, conduct utilization reviews, collect, analyze and document utilization data, and consider appeals of adverse determinations. Further, the Utilization Management Committee is a functioning work group that is comprised of various representatives from mental health services and administrative services whose responsibility is to monitor usage of clinical resources to assist the promotion, maintenance and availability of exceptional care for individuals residing in the Concho Valley catchment area.

UTILIZATION MANAGEMENT PROGRAM

Concho Valley's UM Program is designed to be consistent with the most current version of: *"Texas Department of State Health Services - Texas Resilience and Recovery - Community Mental Health and Substance Abuse Services - Local Mental Health Authorities - Utilization Management Program Manual."* The Center's UM Program consists of the following activities:

- Utilization care management;
- Utilization review;
- Verification of medical necessity;

- A timely authorization process for all levels of care to ensure services can be delivered without delay and the services delivered are authorized prior to delivery (as appropriate based on level of care);
- Authorization and reauthorization of all TRR levels of care for outpatient services;
- Authorization and reauthorization of inpatient admissions to state hospitals and community psychiatric hospitals when general revenue or local matching funds are used;
- Continuity of care;
- Notification to applicants, individuals and providers regarding authorization decisions;
- Timely and objective appeal process; and
- Documentation of appeals.

The strategies and activities associated with this program are consistent with the goals identified in the Center's Strategic Plan as driving forces for the Center's future. The goals are listed next.

- (1) To be the employer of choice for prospective and current employees.
- (2) To be an innovative and proactive Behavioral Health (BH) and Intellectual and Developmental Disabilities (IDD) center.
- (3) To improve quality across all Center functions.
- (4) To promote growth and access to BH and IDD services.
- (5) To pursue efficiencies and revenue growth opportunities across the Center.

The Utilization Management Program is executed by the Utilization Management Physician, Utilization Manager, Utilization Management Administrator(s), Clinical Authorization Contractor and the Utilization Management Committee.

UTILIZATION MANAGEMENT STAFF

As a Community Center, MHMRCV will be accountable for the quality of services provided directly by our staff as well as those services that are contracted to other providers. In order to achieve quality services, the Center has designated several key Utilization Management staff to lead the process. Concho Valley has four significant UM positions: Utilization Management Physician, Utilization Manager, Utilization Management Administrator(s) and Clinical Authorization Contractor. These positions are principally responsible for successful implementation of this program. Each position is described next.

The Utilization Management Physician contracts with the Center as Medical Director and is a fully trained, board eligible psychiatrist that possesses a license to practice medicine in Texas. This physician provides oversight for the Utilization Management Program and clinically supervises the authorization process. The physician offers consultation in cases of adverse determinations and clinical overrides when requested and resolves authorization issues if they occur. Additionally, the doctor is the chair person for, and participates in, Utilization Management Committee business and is responsible for directing related Center procedures.

The Utilization Manager at Concho Valley is an employee who is a Licensed Professional Counselor Supervisor with over 20 years of clinical experience. The Utilization Manager's primary responsibility within the scope of the Utilization Management Program is to conduct UM reviews of levels of care for individuals as needed, provide consultation in cases of adverse determinations and clinical overrides when requested and serves as a participating member of the Utilization Management Committee.

Next, the Chief Executive Officer has designated the Center's Quality Management Staff as responsible for managing UM administrative issues. The administrator(s) is/are responsible for facilitating and documenting Utilization Management Committee meetings (per delegation from the UM Physician), UM appeal correspondence and planning, and for identifying systems/processes where enhancement would be beneficial and recommending changes as a result.

Finally, TRR authorizations are completed at Concho Valley via a contract with East Texas Behavioral Health Network (ETBHN). East Texas Behavioral Health Network is staffed by a team of qualified, trained and properly credentialed Licensed Professional Counselors. ETBHN (also referred to as the Clinical Authorization Contractor) collects, analyzes and authorizes TRR levels of care on a daily basis. The Center's Quality Management Department serves as a liaison to ETBHN to ensure timely and effective responses to any authorization issues or anomalies.

UTILIZATION MANAGEMENT COMMITTEE

In order for a strong Utilization Management system to exist, it is important that there be a clear delineation of responsibilities, and a clear designation of authority. At MHMRCV, the following relationships exist.

The Center's Utilization Management Committee receives its authority from the Center's Board of Trustees. Further, all UM Committee members are appointed by the LMHA Chief Executive Officer. These members demonstrate leadership in their designated areas, provide data analysis and information as needed, conduct reviews as requested and effectively communicate information and committee findings to stakeholders. The current membership of the Utilization Management Committee consists of:

- UM Physician – Dr. Mark Janes
- Utilization Manager – Mike Dotson, LPC-S
- Chief Executive Officer – Gregory J. Rowe
- Chief Financial Officer – John Wyatt
- Director of Reimbursement – Jared Baran, QMHP-CS
- Dir. of Quality Mgt./U.M. Admin./Client Rights Officer – Melinda McCullough, MBA
- Quality Mgt. Coordinator/CANS/ANSA Super User – Rachael Grinage-Hope, QMHP-CS
- Director of Behavioral Health – Eddie Wallace, QMHP-CS
- Children’s Mental Health Director – Cara Barker, QMHP-CS
- Mobile Crisis Outreach Team Supervisor – Pam Johnson, QMHP-CS

Other QMHP-CS staff and mental health professionals participate in Utilization Management Committee discussions as needed to ensure process accuracy and consistency. This collective assembly of staff helps to ensure proper representation during committee meetings so that effective utilization decisions can be agreed upon.

Committee members are trained for involvement as members of the UM Committee. A copy of the Center’s current UM Plan, HHSC current version of the Utilization Management Guidelines and Program Manual, and appropriate Center Policy and Procedures are distributed to ensure proper references are readily available for UM business. The Center’s CANS/ANSA Super User provides ongoing training and mentoring for committee members. The importance of confidentiality is reiterated to committee members in accordance with existing Center policy and procedure. Conflict of interest situations are identified by the UM Manager and/or UM Administrator and committee members affected are excused from meetings as needed.

The UM Committee is responsible for monitoring utilization of clinical resources to ensure expenditures are effective and efficient, evaluation of clinical practices, addressing under- and over-utilization, and measuring and ensuring capacity is maximized. Additionally, the committee reviews and consults with the Utilization Manager as needed on appeals and fairness and equity.

The Utilization Management Committee meets quarterly. Meetings are called, and agendas are prepared by the UM Administrator under consultation with the UM Physician. Also, clear accounts of meeting minutes are recorded, electronically distributed, and kept by the Quality Management Director/Utilization Management Administrator.

UTILIZATION MANAGEMENT ACTIVITIES

UM Activity	Responsible Staff	Information Source
<p><u>Utilization Reviews</u> - prospective, concurrent and retrospective reviews for the purpose of:</p> <ul style="list-style-type: none"> ○ level of care authorization ○ authorization for continued stay ○ outlier review ○ inpatient admission ○ discharge planning 	<p>Clinical Authorization Contractor/ETBHN</p> <p>MCOT Supervisor</p> <p>UM Committee</p>	<ul style="list-style-type: none"> • Clinical Record • EHR Reports • MBOW UM Reports • UM Guidelines • UM Program Manual
Clinical overrides	<p>UM Physician</p> <p>Clinical Authorization Contractor/ETBHN</p> <p>UM Committee</p>	<ul style="list-style-type: none"> • Clinical Record • EHR Reports • UM Guidelines • UM Program Manual
Adverse Determinations	<p>Utilization Manager</p> <p>Utilization Administrator</p> <p>UM Committee</p>	<ul style="list-style-type: none"> • Clinical Record • Intake Screening • UM Guidelines • UM Program Manual
Notification of adverse determinations	<p>Utilization Administrator</p>	<ul style="list-style-type: none"> • Clinical Record • Center Procedure • UM Program Manual
Appeals management	<p>Utilization Manager</p> <p>Utilization Administrator</p>	<ul style="list-style-type: none"> • Clinical Record • Center Procedure • UM Program Manual
TRR Waiting List Maintenance	<p>Utilization Administrator (or qualified designee)</p>	<ul style="list-style-type: none"> • MBOW UM Reports • UM Program Manual • Clinical Record
<p><u>Collection, analysis and documentation of utilization information to identify:</u></p>	<p>UM Committee</p>	<ul style="list-style-type: none"> • EHR Reports • MBOW UM Reports • OPC Data • CARE Reports

<ul style="list-style-type: none"> ○ Gaps in services; ○ Rates of no shows; ○ Billing issues; ○ Underdeveloped frequently requested services; ○ Existing services that are under and over utilized; ○ Barriers to services; ○ Capacity; ○ Medication expense/ savings/ utilization; ○ Achievement of contract requirements; ○ Compliance with YES Waiver policies and procedures; and ○ Timeliness of provider documentation of service provision 		
<p>State Hospital Bed Day Utilization (Tier 1 and Tier 2 beds)</p>	<p>MCOT Supervisor UM Committee</p>	<ul style="list-style-type: none"> • Clinical Records • CARE Data
<p>Crisis Services Utilization – AVAIL and MCOT</p>	<p>MCOT Supervisor UM Committee</p>	<ul style="list-style-type: none"> • AVAIL Contractor Reports • EHR Reports • Clinical Records
<p>U.M. Policy and Procedure maintenance and review</p>	<p>UM Physician UM Administrator UM Committee</p>	<ul style="list-style-type: none"> • DSHS TRR MH & SA LMHA UM Program Manual
<p>UM Plan development and revision</p>	<p>UM Physician UM Manager UM Administrator UM Committee</p>	<ul style="list-style-type: none"> • DSHS TRR MH & SA LMHA U.M. Program Manual • Local Plan • MHMRCV Strategic Plan

UTILIZATION MANAGEMENT IMPROVEMENT PROCESSES

As Center specific TRR program implementation improvement areas are identified through routine Utilization Management activity, the UM Committee will recommend improvement strategies to the Center's Quality Assurance Committee. The purpose of the Quality Assurance Committee is to provide a forum for review and action related to committee reports and recommendations, record reviews, surveys, plans of improvement, Corporate Compliance issues, the Quality Management Plan, and all quality assessment activities. Membership of the Quality Assurance Committee includes:

- Director of Quality Management;
- Quality Management Coordinators – MH and IDD;
- Chief Executive Officer;
- Director of Administrative Services;
- Director of Behavioral Health;
- Director of Reimbursement;
- Director of Children's Mental Health Services;
- Director of IDD Services;
- IDD Provider Program Manager;
- C&A Counselor;
- Director of Human Resources;
- Clubhouse Director;
- Supported Housing Specialist.

The Quality Assurance Committee will review and support recommendations for improvement and monitor for effectiveness. This committee meets quarterly and reports to the Executive Leadership Team.

MHMR CONCHO VALLEY
FY '23 – FY '24
MENTAL HEALTH UTILIZATION MANAGEMENT PLAN

APPROVAL

The Utilization Management Plan for MHMR Concho Valley was revised and submitted for approval on September 14, 2022.

The Utilization Management Plan has been reviewed and approved by the following individuals:



Gregory J. Rowe, Chief Executive Officer



Dr. Mark Janes, Medical Director/U.M. Physician



Mike Dotson – LPC-S, Utilization Manager