

Qualifications for Staff Engaged in Utilization Management Activities—UM100

Subject: Qualifications for Staff Engaged in Utilization Management Activities	Revised Effective: 11/01/2022
Policy #: UM100	Review Schedule: Annual or as needed

Applicability:

Utilization Management

Policy: Colorado Access will ensure that only qualified staff will make utilization review determinations and that appropriately licensed healthcare professionals supervise utilization management activities.

Definitions:

Utilization Management (UM):	The function wherein use, consumption, and outcomes of services, along with level and intensity of care, are reviewed using utilization review techniques for their appropriateness.
Utilization Review (UR):	A set of formal techniques designed to monitor the use of, or evaluate the clinical necessity, appropriateness, efficacy, or efficiency of, healthcare services, referrals, procedures, or settings. Techniques include ambulatory review, prospective review, second opinion, certification, concurrent review, case management, discharge planning, or retrospective review. For the purposes of this policy and procedure, utilization review shall also include reviews for the purpose of determining coverage based on whether or not a procedure or treatment is considered experimental or investigational in a given circumstance, and reviews of a covered person's medical circumstances when necessary to determine if an exclusion applies in a given situation. Please reference UM102 Utilization Review Determinations for more information about the utilization review process.

Procedures:

1. General Procedures
 - A. Colorado Access does not provide financial or other incentives to any Colorado Access staff making UR determinations that may result in, or otherwise affect, inappropriate utilization or result in inappropriate care to members.
 - B. During new hire onboarding, staff with decision making authority will receive departmental training on Colorado Access Utilization Management program criteria.
2. Clinical Qualifications of Utilization Review Staff
 - A. The Chief Medical Officer and his/her designee shall be a licensed physician and shall have overall responsibility for the clinical integrity of the UM program.
 - B. Physicians participating in utilization review must hold an active, unrestricted license in Colorado as a doctor of medicine (MD) or doctor of osteopathic medicine (DO). Any decision to deny a service authorization request or to authorize a service in an amount, duration, or scope that is less than requested will be made by a physician with the appropriate clinical expertise in treating the member's condition or disease.

- C. Utilization review for medical/physical health services are performed by those with a bachelor's degree in nursing (or related field) and an active Colorado nursing license (RN or LPN).
 - D. Drug utilization reviews are performed by those with a doctorate degree in pharmacy (PharmD) and an active Colorado pharmacy license.
 - E. Utilization review for behavioral health services are performance by those with a master's degree in psychology, sociology, or counseling (or related field) and an active Colorado mental health licensure (LPC, LCSW, LMFT, or LAC).
 - F. Given the appropriate training, knowledge, skills, and experience, staff who are not licensed healthcare professionals may evaluate and approve authorizations based on established criteria that do not require clinical judgment. Non-licensed/non-clinical staff work in conjunction with an appropriately licensed and experienced healthcare professional. Non-licensed and non-clinical staff may also collect data for Utilization Reviews.
3. Verification of Clinical Qualifications: Staff with clinical decision-making authority are required to provide a copy of an active license or certification to Human Resources upon hire, and thereafter during every Human Resources benefits open enrollment period. The license or certification must be in good standing without restrictions. Please reference ADM226 for the complete policy and procedures.

References:

ADM226 Staff Credentials

Attachments:

N/A