

**2024 Utilization Management Work Plan**

Performance Measure	2024 Goal	Supporting Document / Report	Responsible Staff	Timeframe for completion	Committee & Reporting Frequency
<b>Program Scope and Structure</b>					
Utilization Management Committee (UMC) schedule	UMC meets at least quarterly; 2025 UMC schedule/agenda prepared and distributed by November 2024	UMC Meeting Minutes	Sr. Director, HCS	meet at least Quarterly; 2025 UMC schedule completed by November 2024	N/A - operational
Review of Policies & Procedure	100% of P&Ps reviewed within annual timeframe, and as needed	P&Ps	Sr. Director, Health Care Services	As needed, and at least Annually	UMC - annually
2023 UM Program Evaluation	Complete 2023 UM Program Evaluation by Q1 2024	2023 UM Program Evaluation	Sr. Director, Health Care Services	Annually, by Q1 2024	UMC - annually
2024 UM Program Description	Complete 2024 UM Program Description by Q1 2024	2024 UM Program Description	Sr. Director, Health Care Services	Annually, by Q1 2024	UMC - annually
2024 UM Work Plan	Complete 2024 UM Work Plan by Q1 2024	2024 UM Workplan	Sr. Director, Health Care Services	Annually, by Q1 2024	UMC - annually
<b>Clinical Decision Support Tools</b>					
Review of Clinical Criteria & Hierarchy	Present Annual Review of Clinical Criteria and Hierarchy	Internal report: Clinical Criteria & Hierarchy	UM Medical Director / UM & LTSS Director	Annually	UMC - annually
Review of Code-Specific Prior Authorization Rules (including auto-authorization code list)	Present Annual Review & Recommendations for PA rules (including auto-authorization Code List)	PA grid, auto-authorization code list	UM Medical Director / UM Director	Annually	UMC - annually
Review of Board-Certified Consultants	Present Annual Review of Board-Certified Consultants	Internal report: Board-Certified Consultants; list of specialties from AMR	Sr. Director, HCS	Annually	UMC - annually
Inter-Rater Reliability	100% of eligible UM reviewers complete IRR by Q3 2024; ≥ 90% overall IRR score (UM, LTSS, Pharmacy, BH, Appeals, Physicians)	Internal IRR report	Quality Improvement / UM & LTSS Director	Annually	UMC - annually
Tracking Disclosures of UM Criteria/Policies	Present Annual Report on Volume of UM Criteria/Policies disclosed to members and providers	Member/Provider Request Log for UM criteria/policies	Managers (UM, LTSS, Pharmacy, BH)	Annually	UMC - annually
<b>UM Program Effectiveness</b>					
<b>Utilization Review Measures</b>					
Authorization Volume <i>MediCal &amp; Group Care, separate data</i>	Present Quarterly Report of Authorization Volumes (UM, LTSS, Pharmacy, BH)	UM Reports (total auth volume and determination status)	Managers (UM, LTSS, Pharmacy, BH)	Quarterly	UMC - quarterly
UM Timeliness (Decision and Notification TAT) <i>MediCal &amp; Group Care, separate data</i>	≥ 95% TAT compliance (UM, LTSS, Pharmacy, BH)	Analytics Report 02569_AuthTAT	Managers (UM, LTSS, Pharmacy, BH)	Quarterly	UMC - quarterly
Denial Rate <i>MediCal &amp; Group Care, separate data</i>	≤ 5% denial rate (UM, LTSS, Pharmacy, BH)	Analytics Report 01292_AllAuthDenialRates	UM Medical Director	Quarterly	UMC - quarterly
NOA Compliance <i>MediCal &amp; Group Care, separate data</i>	≥ 95% audit score (UM, LTSS, Pharmacy, BH)	Internal Audits for NOA Content & Enclosures (UM, LTSS, Pharmacy, BH)	Managers (UM, LTSS, Pharmacy, BH)	Monthly	UMC - quarterly
Quality Audit Scores	≥ 95% audit score (UM, LTSS, Pharmacy, BH)	Internal File Review Audits (UM, LTSS, Pharmacy, BH)	Managers (UM, LTSS, Pharmacy, BH)	Monthly	UMC - quarterly
CBAS Measures	Present Quarterly Report of CBAS Measures	CBAS reports	Manager, UM	Quarterly	UMC - quarterly
California Children's Services (CCS) Measures	Present Quarterly Report of CCS Measures	CCS reports	Manager, UM	Quarterly	UMC - quarterly
<b>UM System Controls</b>					

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UM System Controls Audit Scores	100% completion of quarterly system controls audits; present Quarterly Report of UM Denial System Control audit results (including analysis of inappropriate modifications within audit sample)	Analytics Report, Internal Audits	UM & LTSS Director	Quarterly	UMC - quarterly
<b>Over/Under Utilization</b>					
Emergency Room Utilization & Group Care, separate data <i>MediCal</i>	XX% decrease of avoidable ER visits	PBI Delegate Summary_UR_ALL ED Util tab	UM Medical Director / UM Director	Quarterly	UMC - quarterly
Acute Inpatient Hospitalizations (Admits/K, ALOS, Days/K) <i>MediCal &amp; Group Care, separate data</i>	Present Quarterly Report of Acute Inpatient Hospitalizations	PBI 12412 Monthly Trend	UM Medical Director / UM Director	Quarterly	UMC - quarterly
Acute Inpatient Hospitalizations (Readmission Rate) <i>MediCal &amp; Group Care separate reports</i>	XX% decrease of all-cause readmission rate	Hospital reports for readmissions	UM Medical Director / UM Director	Quarterly	UMC - quarterly
Specialty and Ancillary Visits (including Out-Of-Network utilization)	Present Quarterly Report of Specialty & Ancillary Utilization, including OON analysis	PBI 12378 Network Tab	UM Medical Director / UM Director	Quarterly	UMC - quarterly
Unused Authorizations	Present Quarterly Report of Unused Authorizations	PBI 13521 Util vs NonUtil % tab	UM Medical Director / UM Director	Quarterly	UMC - quarterly
Bedhold Utilization (SNF - skilled, custodial)	Present Quarterly Report of Bedhold Authorizations		UM & LTSS Director	Quarterly	UMC - quarterly
Behavioral Health Underutilization of Services	Present Quarterly Auth Volumes (BH and BHT/ABA)	Auth volumes report	UM BH Manager	Quarterly	UMC Quarterly
<b>Grievance &amp; Appeals</b>					
Grievance & Appeals (volume and overturn rates)	Quarterly Report of Grievance & Appeals Analysis	Grievance and Appeal Report	Manager, G&A	Quarterly	UMC - quarterly
<b>Potential Quality Issues (PQIs)</b>					
Provider Preventable Condition Monitoring	100% of PPCs reported to QI team as PQIs	QI Report/Tracker (by referral sources) / Analytics report (with list of codes for PPCs crosswalked with logged PQI) - in development	Quality Improvement / UM & LTSS Director	Quarterly	Semi-annual
<b>Member and Provider Experience with UM</b>					
Member Satisfaction (CAHPS) <i>Medi-Cal Adult &amp; Child, Group Care Adult</i>	year-over-year improvement in the below categories: Getting Care Quickly Getting Needed Care Coordination of Care	CAHPS results (MY2023)	Sr. Director, HCS	Annually	UMC - annually
Provider Satisfaction (Provider Survey)	year-over-year improvement in the below categories: Access to UM Staff Obtaining Pre-Auth Info Timeliness of Pre-Auth Info Facilitation of Care Coverage of Prevention	Provider Satisfaction Survey (MY2024)	Sr. Director, HCS	Annually	UMC - annually
Community Advisory Committee Insights	Present Quarterly report of Community Advisory Committee Insights	Community Advisory Committee Report	Director, Population Health	Quarterly	UMC - quarterly
<b>Evaluation of Delegated Utilization Management</b>					
Delegation Oversight - Audit & Corrective Action monitoring	100% timely review, analysis, and attestation completion for Delegate audits & corrective action plans	Delegation Oversight Auditing Templates	Delegation Oversight / UM Director	Quarterly	UMC - quarterly

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Delegation Oversight - Standard UM monitoring	100% timely review, analysis, and attestation completion for Delegate UM reports (monthly, quarterly, annually)	Delegation Oversight Reporting Templates	Delegation Oversight / UM Director	Monthly, Quarterly, Annually (depending on report)	N/A - operational
<b>Regulatory, Compliance, Accreditation Findings</b>					
DHCS - Corrective Action Plans for UM Activities	100% timely participation and response to DHCS UM Findings and/or Corrective Action Plans and associated activities	DHCS Findings / CAP Report	Sr. Director, Health Care Services	as needed	UMC - as needed
DMHC - Corrective Action Plans for UM Activities	100% timely participation and response to DMHC UM Findings and/or Corrective Action Plans and associated activities	DMHC Findings / CAP Report	Sr. Director, Health Care Services	as needed	UMC - as needed
NCQA - Corrective Action Plans for UM Activities	100% timely participation and response to NCQA UM Findings and/or Corrective Action Plans and associated activities	NCQA Findings / CAP Report	Sr. Director, Health Care Services	as needed	UMC - as needed
<b>UM Processes</b>					
Accuracy of Published UM content	100% timely completion of platform audits	Member and Provider Portals (public and secure site), Platform Audit Results	Sr. Director, HCS	As needed, and at least Annually	N/A - operational
Accuracy of Member and Provider Communications related to UM Process	100% participation in creation or updates to member and/or provider-facing content for UM activities (including NOAs, EOC, Provider Manual, Website, Portals)	Member- and Provider-facing communications	Sr. Director, HCS	As needed, and at least Annually	N/A - operational
Transitional Care Services - Completion of Discharge Risk Assessment for High-Risk Members <i>(definition of high-risk per DHCS PHM Policy Guide)</i>	≥ 95% audit score	Internal File Review Audits (audit element: discharge risk assessment completed for "high-risk" member admitted to inpatient facility)	IP UM Manager	Monthly	N/A - operational
Continuity of Care (MER & OON requests) Reporting	100% timely review, analysis, and submission of COC and OON sections in DHCS Quarterly Monitoring Report	DHCS Quarterly Monitoring Reports	Sr. Director, HCS	Quarterly	N/A - operational
CBAS utilization (including ERS) Reporting	100% timely review and submission of DHCS CBAS Monitoring Report	DHCS Quarterly CBAS Reports	OP UM Manager	Quarterly	N/A - operational
Major Organ Transplant Reporting	100% timely review and submission of DHCS MOT Report	DHCS Quarterly MOT Reports	OP UM Manager	Quarterly	N/A - operational
MCP Transition Post-Transitional Monitoring (PTM) Reporting	100% timely review and submission of DHCS MCP Transition PTM Reports	DHCS Quarterly MCP Transition Post-Transition Reports	Sr. Director, HCS	per DHCS schedule	N/A - operational
LTSS Post-Transitional Monitoring (PTM) Reporting	100% timely review and submission of DHCS LTSS PTM Reports	DHCS Quarterly LTSS Post-Transition Reports	LTSS Director/Manager	per DHCS schedule	N/A - operational
<b>Administrative</b>					
Annual Review of UM Staffing	Timely and accurate submission of staffing review, including applicable justifications	Staffing Worksheets	Sr. Director, HCS	Annually, by Q1 2024	N/A - operational
Clinical Information System Enhancements	100% participation in TruCare Steering Committee and Authorization Enhancement Project Deliverables	Authorization Enhancement Project Work Plan	Sr. Director, HCS	n/a	N/A - operational
MCG Auto-Authorization Implementation	100% participation in launching MCG Auto-Authorization, phase I	MCG Auto-Authorization SOW	Sr. Director, HCS	Quarterly	N/A - operational