

Objective:

Concurrent review involves an assessment of ongoing medical, or surgical services to determine continued medical necessity and appropriateness of care. Nurse Case Managers are licensed professionals who conduct these reviews under the direction of Tuality Health Alliance's (THA) Medical Management Program.

Definition:

Concurrent Review is the review of the medical appropriateness and medical necessity of continued hospitalization. The review is conducted prior to the end of an assigned length of stay, using criteria to evaluate the appropriateness of continued hospital level of care.

Policy:

- I. Concurrent Review of Inpatient Services is intended to ensure that:
 - A. The level of care and intensity at any point in treatment are appropriate to the member's condition
 1. Initial concurrent review is obtained the first business day following the admission to determine appropriateness of the level of care.
 2. The level of care, the intensity of services, and the severity of symptoms determine the frequency of concurrent review.
 3. Inpatient services are generally reviewed every one to three days either by telephone or onsite.
 - a. Onsite review, the nurse case manager carries THA identification badge for identification purposes and contacts the facility prior to the review to ascertain if there are any changes to the onsite review procedures.
 4. Should further intervention be required, the review is referred to the THA Medical Director for medical review.
 - a. Decisions on inpatient care are made within one working day of obtaining all the necessary information.
 - b. Providers and members are notified in writing or by fax the same day of making the decision. Providers and members are provided information on how to initiate an expedited

appeal at the time they are notified of the denial notification.

- B. The treatment plan continues to be appropriate.
 - 1. THA utilizes Milliman Care Guidelines for concurrent review that provides care mapping to follow Length of Stay.
 - C. The member is making progress in treatment.
 - D. The ancillary resources are appropriate and necessary.
 - E. Transition and discharge planning is current.
 - F. Services meet Milliman Care Criteria for utilization and quality.
 - G. Under and/or over utilization is not occurring.
- II. Intensive outpatient and prescription overrides:
- A. Initial decisions are made the same day of obtaining all the necessary information.
 - B. Practitioners are consulted and/or notified of a decision by telephone the same day as the decision.
 - C. Written correspondence is provided to the member and practitioner the same day as the decision.
- III. Ongoing ambulatory care: is defined as ambulatory care of nonurgent symptomatic conditions provided on a periodic basis. Examples of ongoing ambulatory care include a specified course of allergy injections; a series of physical therapy treatments; and attending periodic mental health counseling sessions.
- A. Decisions are made within one business day of obtaining all the necessary information.
 - B. Providers are notified of the decision the same day of making the decision.

- IV. Out of Area Concurrent Review
 - A. THA monitors all patients who are hospitalized outside of our contracted network when hospitalized at a non-contracted facility due to an emergency.
 - 1. THA Case Managers will notify the Utilization Review Department of the hospital to inquire about the specific facility requirements for onsite concurrent review at their facility.
 - 2. Scheduling on onsite review in advance is the preference
 - 3. THA Case Managers will follow facility rules
 - B. THA follows the same patient placement guidelines, concurrent review and discharge planning process as mentioned above.
 - C. All situations that require physician review or intervention are referred to THA's Medical Director.
- V. Non-Contracted Facilities
 - A. As soon as possible, when stable, members are transferred to in-network facilities or providers for continued care.

Formulated: February 2006

THA Plan Director

THA Medical Director