

Objective:

To ensure that when THA makes a determination of coverage based on medical necessity, THA Medical Management staff obtains relevant clinical information and consults with the treating physician.

Policy:

- I. THA Medical Management staff uses all information related to an individual member's care when making Utilization Management (UM) decisions. Appropriate clinical information may include:
 - A. Office and hospital records
 - B. A history of the presenting problem
 - C. A clinical exam
 - D. Diagnostic testing results
 - E. Treatment plans and progress notes
 - F. Patient psychosocial history
 - G. Information on consultations with the treating practitioner
 - H. Evaluations from other health care practitioners
 - I. Photographs
 - J. Operative and pathological reports
 - K. Rehabilitation evaluations
 - L. A printed copy of criteria related to the request
 - M. Information regarding benefits for services or procedures
 - N. Information regarding the local delivery system
 - O. Patient characteristics and information
 - P. Information from responsible family members

- II. THA reviews information using McKesson InterQual Criteria and/or specific health plan criteria to establish medical necessity or support for UM decisions.

- III. At times it may be necessary to provide on-site review services at area hospitals or other facilities.

- IV. THA staff will follow facility rules which may include, but are not limited to, training and orientation of staff, reviewing applicable facility contract language with staff or reviewing facility policies and procedures with staff.

- V. THA's Medical Management department through the Case Management process will help to transition members to other care if necessary when benefits end.
 - A. When members are identified that cannot be granted extensions of service due to benefit limitations, THA Case Managers will discuss other options and resources that are available to the member.
 - B. The member is notified of alternative resources within the THA denial notification.

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THA Plan Director

THA Medical Director