

DMH/MHP Contract
Exhibit A—Attachment 1—Appendix B
Utilization Management Program

1. The MHP will have a written description of the Utilization Management (UM) program, in which structures and processes are clearly defined with responsibility assigned to appropriate individuals. The following elements will be included in the written UM program description:
 - a) Licensed mental health staff will have substantial involvement in UM program implementation.
 - b) A description of the authorization processes used by the MHP:
 - i) Authorization decisions will be made by licensed or “waivered/registered” mental health staff consistent with State regulations.
 - ii) Relevant clinical information will be obtained and used for authorization decisions. There will be a written description of the information that is collected to support authorization decision making.
 - iii) The MHP will use the statewide medical necessity criteria to make authorization decisions.
 - iv) The MHP will clearly document and communicate the reasons for each denial.
 - v) The MHP will send written notification to its beneficiaries and providers of the reason for each denial.
 - c) The MHP will provide the statewide medical necessity criteria to its providers, consumers, family members and others upon request.
 - d) Authorization decisions will be made in accordance with the statewide timeliness standards for authorization of services for urgent conditions established in state regulation.
 - e) The MHP will monitor the UM program to ensure it meets the established standards for authorization decision making, and take action to improve performance if it does not meet the established standards.
 - f) The MHP will include information about the beneficiary grievance and fair hearing processes in all denial or modification notifications sent to the beneficiary.
2. The MHP will evaluate the UM program as follows:
 - a) The UM program will be reviewed annually by the MHP, including a review of the consistency of the authorization process.
 - b) If an authorization unit is used to authorize services, at least every two years, the MHP will gather information from beneficiaries and providers regarding their satisfaction with the UM program, and address identified sources of dissatisfaction.
3. If the MHP delegates any UM activities, there will be evidence of oversight of the delegated activity by the MHP.
 - a) A written mutually agreed upon document will describe:
 - i) The responsibilities of the MHP and the delegated entity
 - ii) The delegated activities
 - iii) The frequency of reporting to the MHP
 - iv) The process by which the MHP evaluates the delegated entity’s performance, and
 - v) The remedies, including revocation of the delegation, available to the MHP if the delegated entity does not fulfill its obligations.
 - b) Documentation will verify that the MHP:
 - i) Evaluated the delegated entity’s capacity to perform the delegated activities prior to delegation

- ii) Approves the delegated entity's UM program annually
- iii) Evaluates annually whether the delegated activities are being conducted in accordance with the State and MHP standards, and
- iv) Has prioritized and addressed with the delegated entity those opportunities identified for improvement.