

MEM-CL-Lock-in Post 6 Month Utilization Review

Purpose:

To review utilization of Medicaid services by members six months following removal from Lock-in to determine if member continues to use Medicaid services appropriately and continues with Medical Home.

Identification of Roles:

- **Lock-in (LI) Coordinator-** reviews claims data and medical records, when necessary, to determine appropriateness of removal from the Lock-in (LI) Program or continuation in the program. Completes administrative tasks and provides unit support.
- **Clinical Peer Reviewer-** reviews member cases and makes a medical determination based on the medical record and any supporting documentation if member is appropriate for Lock-in. These medical judgments are made by physicians, pharmacists, nurses and other health professionals either employed by, under contract to, or consultants for the department. These medical judgments are made by health professionals on the basis of the body of knowledge each has acquired which meets the standards necessary for licensure or certification under the Iowa licensing statutes for the particular health discipline.
- **Health Intelligence:** data analytics and reporting analyst team.

Performance Standards:

On a quarterly basis report the Member Health Education Program (MHEP) and LI program savings and a quarterly measurable growth rate from pre-enrollment to post-enrollment for LI members. Outline the methodology for this analysis based on claims data to a level of detail that enables the Department staff to substantiate the reports content.

Path of Business Procedure:

Step 1: The Clinical Peer Reviewer will select member for Post Lock-in Review from report generated by Health Intelligence

- a. Health Intelligence reports are generated monthly
- b. The Clinical Peer Reviewer will receive the report on the 15th of each month

Step 2: The Clinical Peer Reviewer will review all claims for a six-month period.

- a. Claims can be found under the Claims tab in C3 as well as in MMIS under screen

Step 3: The Clinical Peer Reviewer will review claims and document findings

- a. If misuse, over-utilization, or duplication of services is identified, the LI Coordinator will follow MEM-Initiating Physician Review procedure
- b. If it is determined that there is no additional misuse, over-utilization, or duplication of services identified, the coordinator will document that no further follow-up is needed

Forms/Reports:

Health Intelligence Report

RFP References:

6.5.6

Interfaces:

SSNI

MMIS

C3

Data Warehouse

Attachments:

NA