

## Upper Peninsula Health Plan Medicare Utilization Management Out-of-Network Prior Authorization Criteria

*Applicable to the following product lines: Upper Peninsula Health Plan (UPHP) MI Health Link*

**Upper Peninsula Health Plan (UPHP) MI Health Link** provides health care services to beneficiaries as a plan of covered benefits based on a contract with the Centers for Medicare & Medicaid Services (CMS) and the Michigan Department of Health and Human Services (MDHHS).

UPHP MI Health Link uses an integrated approach to coordinate and promote optimal utilization of health care resources and make utilization decisions that affect the health care of beneficiaries in a fair, impartial, and consistent manner.

UPHP MI Health Link requires that services be provided within the UPHP MI Health Link network when available. *Services must be reasonable and necessary for the diagnosis of treatment of an illness or injury and within the scope of a Medicare and/or Medicaid benefit category.*

A beneficiary, a beneficiary representative, or any provider that furnishes, or intends to furnish, services to a beneficiary, may request a standard organization determination by filing a request with the health plan. Expedited requests may be requested by a beneficiary, a beneficiary representative, or any physician, regardless of whether the physician is affiliated with the health plan.

UPHP does not require out-of-network (OON) providers to obtain prior authorization (PA) for the following services:

- Emergency and urgently needed services
- Medically necessary dialysis services
- Family planning

### **Criteria for authorizing OON services are as follows:**

1. It is verified that the requested services:
  - a. are not available in-network, or
  - b. cannot be reasonably provided in-network in a timely manner (timely = within 30 days of an acute non-urgent condition), or
  - c. are referred by an in-network specialist to a higher level facility due to complexity of a case, or to eliminate lengthy travel to an in-network provider that would exacerbate a chronic condition, or
  - d. are provided by a provider/facility that is willing to accept UPHP insurance.

2. Continuity of care:

When a new beneficiary joins the UPHP MI Health Link program, UPHP will allow a transition period for continuity of care. The UPHP ICO Care Coordinator will assist the MI Health Link beneficiary during this transition process.

- a. For beneficiaries who have the Habilitation Supports Waiver and receiving Specialty services and Supports Program through the Prepaid Inpatient Health Plan (PIHP) and for non-PIHP provided services, UPHP allows the beneficiary to maintain his/her current provider at the time of enrollment for 180 days or continue with single case agreements; and honors existing plans of care, level of services, and PAs until the authorization ends or 180 days from enrollment, whichever is sooner.
- b. For all other MI Health Link beneficiaries, UPHP allows the beneficiary to maintain his/her current provider at the time of enrollment for 90 days or continue with single

case agreements; and honors existing plans of care, level of services, and until the authorization ends or 180 days from enrollment, whichever is sooner.

- c. Extensions beyond 90 or 180 days may be allowed for obvious need. Obvious need is an active course of treatment for an acute medical condition, or an acute episode of a chronic condition, that could be detrimental to the MI Health Link beneficiary if change of provider occurred.
3. UPHP MI Health Link beneficiary has relocated out of the UPHP service area awaiting disenrollment
4. Requests for second opinions will be considered. Requests for second opinions OON will be reviewed for the same specialty within an optimal geographical area.
5. Third opinions will only be considered in situations where the first and second opinions are not in agreement. These opinions will be reviewed by the PCP who will then submit a PA request prior to proceeding with further treatment OON.
6. UPHP will not approve out-of-network providers who have been excluded from the UPHP network. This includes providers who were not approved or were removed by the UPHP credentialing committee from network participation.

UM criteria are applied on a case by case basis to incorporate individual needs and to assess the local delivery system for applicable resources or alternatives. UM reviewers must consider at least the following factors when applying criteria to an individual:

1. Results from the beneficiary's Level 1 and/or Level 2 assessment
2. Nursing Facility Level of Care Determination (NFLOCD)
3. Beneficiary's Individual Integrated Care and Supports Plan (IICSP)
4. Input from the beneficiary's Clinical Coordinator-Care Manager
5. Age
6. Complications
7. Psychosocial situation
8. Home environment
9. Co-morbidities
10. Progress of treatment
11. Access and availability of required services
12. Coverage of benefits
13. Consulting with the requesting provider

Reviewers are also encouraged to seek input from the beneficiary's individualized care team when making utilization decisions. Additionally they must also consider characteristics of the local delivery system available for specific patients, to include:

1. Availability of skilled nursing facilities, sub-acute care facilities or home care in the UPHP service area to support the patient after hospital discharge
2. Availability of inpatient, outpatient, and transitional facilities
3. Availability of outpatient services in lieu of inpatient services
4. Availability of highly specialized services
5. Local hospitals' ability to provide all recommended services within the estimated length of stay

When the existing UM criteria are deemed inappropriate due to any of these factors, the case is forwarded to the Medical Director for review and decision. UPHP MI Health Link criteria resources include but are not limited to:

1. CMS Coverage Guidelines
2. MDHHS Medicaid Provider Manual
3. InterQual® Adult and Pediatric Acute Level of Care Criteria
4. UPHP approved clinical practice guidelines
5. Specialty consultants
6. Professional journals and internet accessible materials

## ***Bibliography***

1. MI Health Link Contract between CMS, MDHHS, and UPHP effective January 1, 2018.
2. Upper Peninsula Health Plan. (2017). Utilization management process #800-305
3. CMS Medicare Managed Care Manual, Chapter 4, section 110.1.3, Retrieved from <http://cms.gov>
4. CMS Medicare Managed Care Manual, Chapter 13
5. CMS.gov Organizations determinations <https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/ORGDetermin.html>

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