

PROCEDURE



Procedure Number & Title:	C02-09 Utilization Management Review
Responsible Department(s):	Clinical and Analytics
Author:	
Original Implementation Date:	03/01/2021
Revision Effective Date:	03/01/2021

- I. **Purpose:** The purpose of OneCare Utilization Review is to monitor services provided to OneCare-attributed beneficiaries by OneCare participating providers. The program ensures the provision of medically necessary care with optimal quality outcomes and cost containment. The Program complies with the contractual obligations set forth in OneCare's payer contracts.
- II. **Background:** OneCare will track claims data provided by payers to monitor for changes in utilization on an ongoing basis. OneCare's Utilization Management Workgroup will regularly review the utilization of all services, looking meaningful variation in utilization trends.
- III. **Scope:** Monitoring for overutilization and underutilization in claims data and monitoring of services covered by the Department of Vermont Health Access' (DVHA) Prior Authorization Waiver.
- IV. **Definitions:** Capitalized terms have the same definition as defined in OneCare's *Policy and Procedure Glossary*.
- V. **Procedure:** OneCare's Utilization Management Workgroup meets regularly to review utilization reports, discuss trends, and collaborate on further analysis and data sharing. The workgroup comprises members of OneCare's clinical and analytics teams
 - A. **Prior Authorization:** The workgroup conducts a regular review of trends and HSA-level variation in utilization of services that no longer require prior authorization per DVHA's waiver for OneCare. The workgroup identifies potential cases of overutilization and underutilization and takes additional steps to identify plausible explanations. The workgroup monitors these services using the Utilization Management Application in Workbench One and includes its findings in OneCare's quarterly report-out to DVHA.
 - B. **Utilization Analysis of Claims Data:** The workgroup monitors utilization in (1) the OneCare Performance Dashboard, produced monthly; (2) the Utilization Management Application in Workbench One, updated with new claims as they come in with three months of runout; and (3) quarterly report-out to DVHA in the Utilization Analysis Report.
- VI. **Review Process:** Review and update procedure on an as needed basis by the Utilization Review Team.
- VII. **References:**
 - OneCare's Policy and Procedure Glossary
- VIII. **Related Policies/Procedures:** N/A

Location on Shared Drive: S:\Groups\Managed Care Ops\OneCare Vermont\Policy and Procedures

Management Approval:

Katelyn Muir

Manager, Analytics

8/5/2021

Date