

PROCEDURE # 5.0b	EFFECTIVE DATE	REVISED DATE
TITLE: APPLICATION OF MILLIMAN CARE GUIDELINES	1/1/2023	4/10/2023
ATTACHMENT TO	REVIEW DATES	
POLICY #: 5.0	4/10/23	
POLICY TITLE: UTILIZATION MANAGEMENT		
CHAPTER: UTILIZATION MANAGEMENT		

I. PURPOSE

The Lakeshore Regional Entity (LRE) and member Community Mental Health Service Providers (CMHSPs) have adopted Milliman Care Guidelines (MCG) to make clinical determination of medical necessity criteria (MNC) for higher level of care (HLOC) for individuals served with mental illness (MI).

II. PROCEDURES

Member CMHSPs will identify staff (minimally UM staff and Supervisors) to be trained in use and application of MCG MNC.

The LRE and identified member CMHSP staff will use, and document use of, the latest edition of MCG within their electronic medical record (EMR) for HLOC for individuals with MI. Implementation of the most current edition will occur no later than December 31st of each year.

- CMHSPs will utilize MCG for clinical determination of MNC.
- CMHSP staff will take part in MCG education annually through the Learning Management System (LMS).
- LRE will annually release an IRR test to the CMHSPs.
- LRE will provide oversight and monitoring by auditing pre-admission screens (PAS) and continued stay reviews (CSR) decisions of member CMHSPs clinical determinations on a quarterly basis.
- Audit results will be reported to the region through all appropriate Regional Operating Advisory Team (ROAT) meetings.

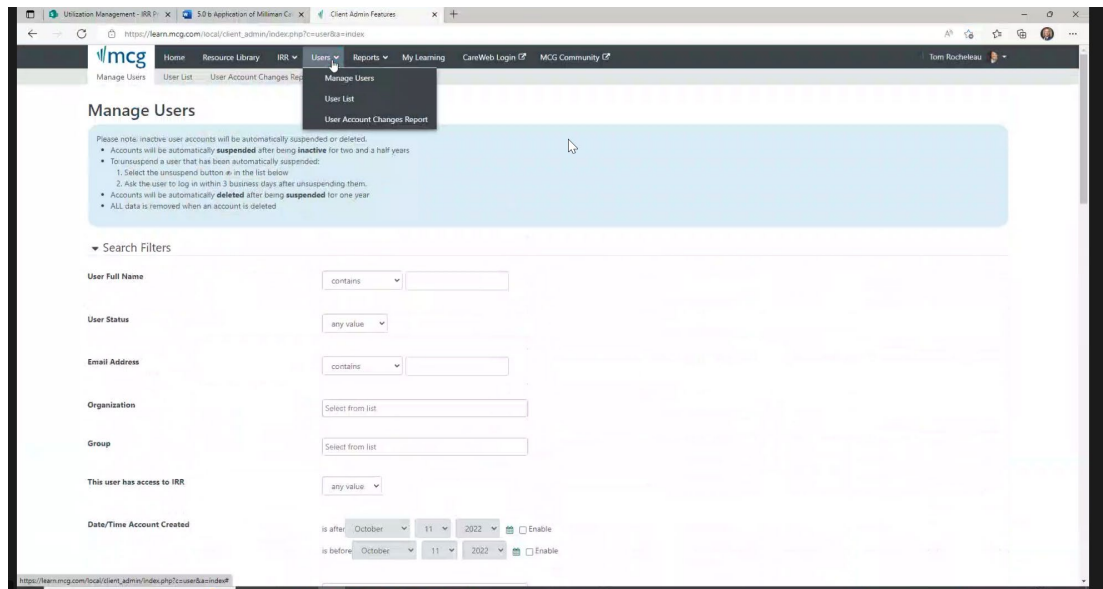
A. ACCESS TO MCG LMS AND STATIC CRITERIA

- Training modules for MCG is found in the [Learning Management System](#) platform. Each identified CMHSP staff has been provided with a username and password to access this system.
- LRE uses the static version of the most updated edition of MCG criteria, which can be found by accessing [CAREWEB](#).
- Administrators are able to create new users, manage new-user progress, and suspend/unsuspend users.

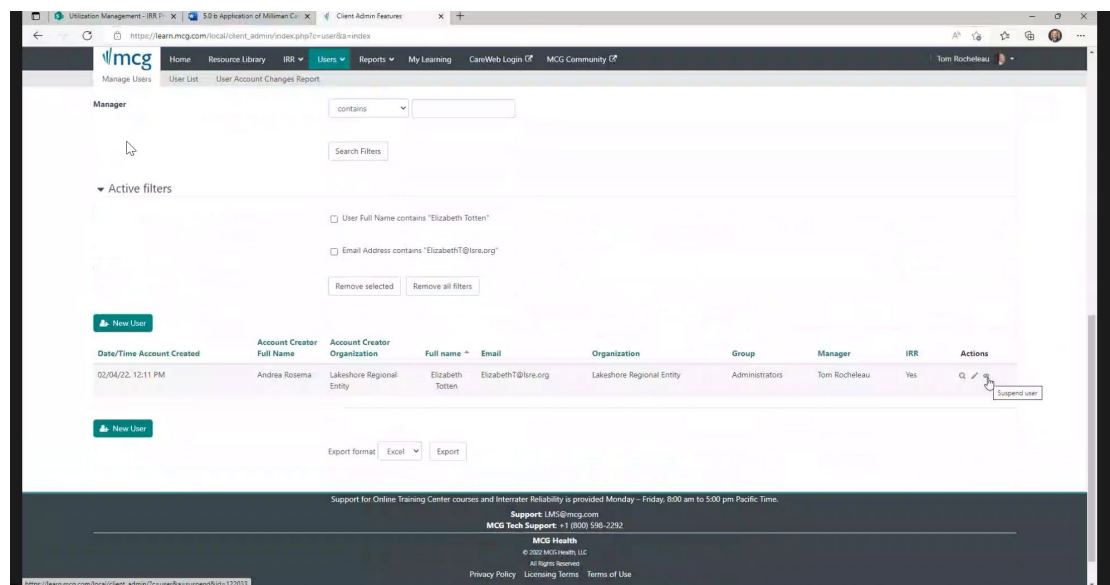
B. TRAINING

MCG LMS User Management

On an annual basis LRE will provide updated training on administrator and user management within the MCG LMS to individuals identified as regional Administrators. Training will consist of new modules, content, and system user updates.



NOTE: Users can be suspended/unsuspended only; it is not possible to delete users.



C. ACCESS TO NEW EDITION MODULES

Identified CMHSP staff must be trained annually on the latest edition of MCG MNC via the LMS platform no later than December 1st. CMHSP UM Lead will identify staff within their organization to be trained. The names and contact information of CMHP staff whose scope of work includes use of MCG MNC to make clinical determinations for HLOC authorizations will be provided to the LRE no later than November 15. CMHSP staff who are identified to complete training within the MCG LMS must complete the Behavioral Health module. It is highly encouraged that the General Content module be completed as well.

Course	Progress	Course Grade	CE Credits
24th Edition/12.0 Summary of Changes	100%	100%	
25th Edition/13.0 Summary of Changes	100%	100%	
26th Edition/14.0 Summary of Changes	100%		
Behavioral Health Care	100%	100%	1 hour
General Content Resources	100%	80%	1 hour
Indicia	0%		
IRR Administrator Training	N/A		
LMS Administrator Training	N/A		
MCG Podcasts	N/A		
Physician Leader Webinars	N/A		
Using MCG to Manage Patient Flow	0%		

Support for Online Training Center courses and Interrater Reliability is provided Monday – Friday, 8:00 am to 5:00 pm Pacific Time.
 Support: LMS@mcp.com
 MCG Tech Support: +1 (800) 596-2292
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D. TESTING PROCESS

The Inter-Rater Reliability (IRR) exam will be published by LRE and released annually to identified CMHSP UM staff no later than March 1st. This exam must be completed no later than March 31st.

a) IRR Exam

1. IRR Exam will consist of 20 questions:
 - a. Inpatient (5 questions) – Yes or No
 - b. Crisis Residential (5 questions) – Yes or No
 - c. Partial Hospitalization (5 questions) – Yes or No
 - d. LRE Policy-related (5 questions) – True and False
 - e. Questions will not include SUD

2. Exam Pass/Fail Rate = 80%

Each staff member will be allowed one opportunity to pass the exam. A remediation plan will be required for CMHSP staff who score less than 80% on the exam.

3. Documentation of meetings and re-education plan between supervisor and employee will be provided to the LRE UM Coordinator. Documentation to include:
 - a. Employee MCG LMS username
 - b. Remediation start date and completion date
4. LRE UM Coordinator will enter this information into the IRR Re-education spreadsheet.
5. LRE will provide an updated FAQ annually (Attachment A).

E. PAS/CSR Audits

LRE will complete quarterly audits on a combination of adult/child consumer charts for MI HLOC.

- a) A minimum of 10 consumer charts will be audited. The number of charts per CMHSP will be no less than three percent nor no greater than 5 percent of the total number for the quarter.
- b) Charts will be randomly selected for consumers who were admitted/discharged during the quarter. Randomly selected charts will be identified using the Follow-Up to Hospitalization (FUH) report.
- c) LRE staff will use regionally approved audit tools for pre-admissions screens and continued stay reviews (Attachment B).
- d) LRE utilization department staff have been provided access to each CMHSP's EMR system to complete IRR audits.
- e) Audit results will be logged in the PAS/CSR Audit Summary Tool (Attachment C) and the report shared with the Utilization Management ROAT.
- f) Specific feedback on documentation will be provided to the identified CMHSPs lead.

III. DEFINITIONS

Continued Stay Review (CSR) - a review used to determine that each day of a higher level of care admission stay is medically necessary and that care is being rendered at the appropriate level

Electronic Medical Record (EMR)- a version of a patient's medical record that is maintained by the provider over time, and may include all of the key administrative clinical data relevant to that person's care under a particular provider

Higher Level of Care (HLOC)- Levels of Care within the behavioral health care system that provide mental and physical stabilization during an acute episode.

Interrater Reliability (IRR) - The degree of agreement among raters; a score of how much homogeneity or consensus exists in the ratings given by a group.

Learning Management System (LMS) - a software that is designed specifically to create, distribute, and manage the delivery of educational content.

Medical Necessity Criteria (MNC) - services that are reasonable and necessary for diagnosis or treatment of an illness or injury, or to improve the functioning of an individual.

Milliman Care Guidelines (MCG) - The continuum of patient care providing access to evidence-based knowledge and best practices relevant to patients in a broad range of care settings. MCG Criteria is utilized in medical necessity determinations and facilitates coordination of care

IV. CHANGE LOG

Date of Change	Description of Change	Responsible Party
4/10/2023	Update CSR Definition	UM/Clinical Manager