

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 3391

VERSION: 2

SUBJECT/TITLE: TIMELINESS OF UTILIZATION MANAGEMENT DECISIONS

POLICY: *Olive View-UCLA Medical Center (OVMC)* shall work collaboratively with MCS and DHS to make Utilization Management (UM) decisions in a timely manner to accommodate the clinical urgency of the situation

PURPOSE: DHS/MCS and OVMC will make UM decisions in a timely manner to minimize any disruption in the provision of care.

DEPARTMENTS: ALL

DEFINITIONS: **Preservice Decision:** Any case or service that the organization must approve, in whole or in part, in advance of the member obtaining medical care or services. Preauthorization and precertification are preservice decisions. This applies to inpatient and outpatient services.

Prior Authorization: A formal process requiring a health care provider to obtain advance approval for coverage of specific services or procedures.

Medically Necessary or Medical Necessity: The reasonable and necessary services to protect life, to prevent significant illness, or significant disability; or to alleviate severe pain through the diagnosis or treatment of disease, illness or injury

PROCEDURE: DECISION TIMEFRAMES

UM decision timeframes are followed based on current California Regulatory Requirement and current NCQA Standards (Attachment A).

Preservice decisions are made as follows:

- DME request are authorized by the Health Plans. The service coordinators will submit the request through their process.
- Transplant request are processed and authorized through MCS. The service coordinators must follow the process/workflow of the Letter of Agreement (LOA).
- Pharmacy request are processed as follows:
 - a) LA Care Health Plan is contracted with Navitus. The service coordinators must follow their process/workflow and submit request to Navitus for LA Care members.
 - b) Health Net Health Plan utilizes their UM department to process their

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pharmacy prior authorization request. The service coordinators must follow their process workflow.

REFERENCES/

AUTHORITY: LA Care UM Policy and Procedure 18002. UM Timelines Standards for Decision Making and Notification.
National Committee on Quality Assurance UM 5: Timeliness of UM Decisions Attachment A, UM Turn-around Timeframes (TAT) Standards Grid
MCS Policy – MC-UM P & P #.0004

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