



Utilization Review Committee Charge

Partnership Vision: Recognition by our customers as a model of excellence for a regional system of care.

Partnership Mission: To provide leadership in the development of integrated care through partnerships with Consumers and the Community to assure consumers achieve their desired outcomes.

Partnership Values

- Have a Shared Vision & Shared Mission
- Consumer Involvement in all areas of the Affiliation
- Diversity
- Being a Leader within our own Communities and within the State
- Continuous Learning and Improvement
- Meaningful Outcomes from the services provided

COMMITTEE PURPOSE

To ensure the most efficient and effective use of affiliation clinical care resources, to support the Utilization management process, and to review and aggregate the service delivery patterns for high risk, high volume, and high cost services. Utilization review can be prospective, concurrent, or retrospective.

Thus, the Committee has the following goals:

- To develop, implement, evaluate, and improve a utilization review process which ensures that consumers receive the most appropriate scope and duration of medically necessary care which leads to both high service satisfaction and outcome achievement.
- To develop, implement, and monitor the use of affiliation-wide criteria regarding coverage determination for mental health services in general and for specific supports and services in particular. Services for individuals with mental illness, serious emotional disturbance, developmental disabilities, and co-occurring substance abuse will be covered.

- Ensure the appropriate, cost-efficient utilization of affiliation services by conducting studies of under- and over-utilization of services which lead to an understanding of their causes and, in turn, strategies for their reduction
- Conduct a regional review of cases for which the amount of services authorized / utilized significantly exceeds that of other consumers with comparable needs
- Ensure the appropriate, cost-efficient utilization of specific affiliation services by conducting studies of those services for which significant differences are seen in unit and/or case costs between individual affiliates or between the affiliation and the state
- Coordinate demand management strategies across the affiliation

COMMITTEE PRINCIPLES AND VALUES

- Accurate, useful, and timely information to stakeholders
- Inclusion of consumer satisfaction and outcome achievement data in assessing service utilization/cost efficiency
- Incorporation of stakeholder feedback in the ongoing evaluation of the utilization review process
- Adherence to the confidentiality requirements established by law
- Utilization review study recommendations are guided by affiliation, state, and national benchmarks as appropriate

STRATEGIC PLAN ALIGNMENT

In ensuring that affiliation service authorizations are based on cost efficiency, consistent application of service eligibility criteria and medical necessity, the Committee's purpose and activities are directly related to the Affiliation's 2009 – 2012 Strategic Plan, Strategic Priority 3 (Create a Culture of Operational Excellence) Strategic Goal 1, "Work processes will be efficient and effective." The Committee's purpose and activities also directly relate to Strategic Priority 3 (Create a Culture of Operational Excellence) Strategic Goal 3, "Enhance and Improve Organizational Systems."

INDICATORS/MEASUREMENTS

1. Committee will focus on high cost, high volume and high units utilized across affiliates.
2. Committee will focus on areas across affiliates that are considered "problem prone".
3. Committee will continue to explore how to measure services through use of standardized tools or creating the tool through data trending.
4. Committee will prioritize based on current needs in the affiliation.

CHANGE PROCESS

In the event that the Committee recommends a broadening or narrowing of its purpose or recommends other significant changes in its charge, the Chairperson will bring these recommendations to the PI Committee for input and approval.

COMMUNICATION PLAN

Committee members are responsible for two-way communication between the Committee and their local organizations. Information regarding Committee work plan activities, projects, agreements, accomplishments, salient issues, indicator data results, performance improvement initiatives and other utilization review-related information will be shared and discussed with appropriate local staff, including those with administrative, clinical and support responsibilities. Similarly, members will solicit and bring to the Committee information related to local utilization review and utilization management activities, projects, problem issues, successes, etc. Local input and recommendations will also be brought to the Committee's attention.

The Committee Chairperson will provide the PI Committee with quarterly indicator data reports and summaries of the Committee's progress toward achieving its work plan outcomes. The chair will also keep the PI Committee informed when issues arise requiring more immediate consultation or action.

CONSUMER ROLE and/or PLAN FOR CONSUMER INVOLVEMENT:

The Committee will obtain and utilize consumer input via consumer membership on the Committee.

RELATIONSHIP to PERFORMANCE IMPROVEMENT:

The Committee will obtain PI Committee approval of its charge-based work plan and will provide progress on its implementation. Further, the Committee will submit data reports on indicators approved by the PI Committee. These reports will contain a summary of findings and recommendations. The PI Committee, in turn, will summarize the work of the UR Committee as part of its periodic report to the Affiliation Executive Committee.

GROUPS REPORTING TO THE UR COMMITTEE

Affiliation Access Committee

RESOURCES:

1. All Joint Commission standards related to utilization management and review
2. All Requirements of the Balanced Budget Act relevant to UM and UR
3. All DCH standards and requirements that address utilization management and review
4. Current UR literature and internet information
5. The Community Mental Health Partnership of Southeastern Michigan "Utilization Management and Service Authorization Guidelines" Manual
6. Michigan Mental Health Code

ROLE of the CHAIR:

The role of the Chair is to coordinate the meetings which includes but is not limited to:

- Providing members the necessary materials needed for participating in meetings.
- Facilitating meetings
- Using agreed upon processes to assist in problem solving methods and conflict resolution
- Fielding information between the Committee, each county and the PI Committee
- Ensuring that each local county has the necessary information to implement regionally agreed upon activities.

ROLE of the MEMBERS:

The members of the committee are responsible for:

- Coming prepared to meetings
- Participating actively
- Soliciting and providing local input
- Communicating information to local staff
- Ensuring full alignment with the purpose of the UR and PI Committees
- Educating and training initiatives brought back to the local level
- Data entry

ROLE of the COACH

The Committee's Coach will be responsible for:

- Providing advice, guidance, and support to Chair.
- Acting as a communication link between the Committee and Affiliation Executive Committee.
- Participating in Committee meetings and activities as needed

MEMBERSHIP:

<i>NAME</i>	<i>ROLE</i>	<i>E-MAIL</i>	<i>PHONE / PAGER</i>
Jane Terwilliger	AEC Coach	JTerwilliger@monroecmha.org	734-384-8311
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Tracy Gomez	Member	tgomez@monroecmha.org	734-384-8485
Sandy Keener	Committee Chair	skeener@lcmha.org	517-263-8905
Pat McKenna	Member	richardmckenna@att.net	734-439-1654
Larry Newberg	Member	lnewberg@cmhliv.org	517-546-4126
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