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Hospital Inpatient Certification and Concurrent Review

Missouri Hospital Association

October 20, 2009

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Deputy Division Director, Clinical Services

Single Certification Form

ACS
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http://dss.mo.gov/mhd/cs/index.htm

Current Tools for Clinical Use

- Smart PA
- Decision Support Tools
  - CyberFormance
  - Paid Claim Tool
- CyberAccess
- Care Connection

CyberAccess™

- Current Features
  - Patient demographics
  - Electronic Health Record
    - Record of all participant prescriptions
    - All procedures codes
    - All diagnosis codes
  - E prescribing
  - Preferred Drug List support
    - Access to preferred medication list
    - Precertification of medications via clinical algorithms
    - Implementation of step therapy
    - Prior authorization of medications)
  - Medication possession ratio
  - DirectCare Pro

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CyberAccess™ (current, con't)

- ● General Medical Uses
  - ● Integrated call center support
  - ● Availability of laboratory values (and references)
  - ● Precertification of imaging
 - ● Precertification of durable medical equipment (DME)

CyberAccess™ (con't, future)

- Near Term Additions (SF 2009)
  - Determination of level of care and precertification of home and community based services
  - Electronic capture and storage of EPSDT forms
  - Precertification of optical (as covered)
  - Patient level editing
  - Electronic medical record lite (EMR)
  - Patient case management tools
    - Risk assessment
    - Stratification
    - Gaps in therapy
    - Episodes of care
    - Concurrent case management
  - Eligibility determination reporting
 - Incorporation of diabetic patient care management information

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CyberAccess™ (con't, 2nd quarter 2009 and beyond)

- **Later term additions**
  - Interoperability with other services (EMRs, hospital records)
  - "Plug-ins" for EMR
    - Scheduling
    - Billing
  - Integrated billing for service
  - Integration of discharge summary and medication reconciliation
  - Integration of home monitoring data/information
  - Integration of immunization registry

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Today's HIT, How it Fits Together
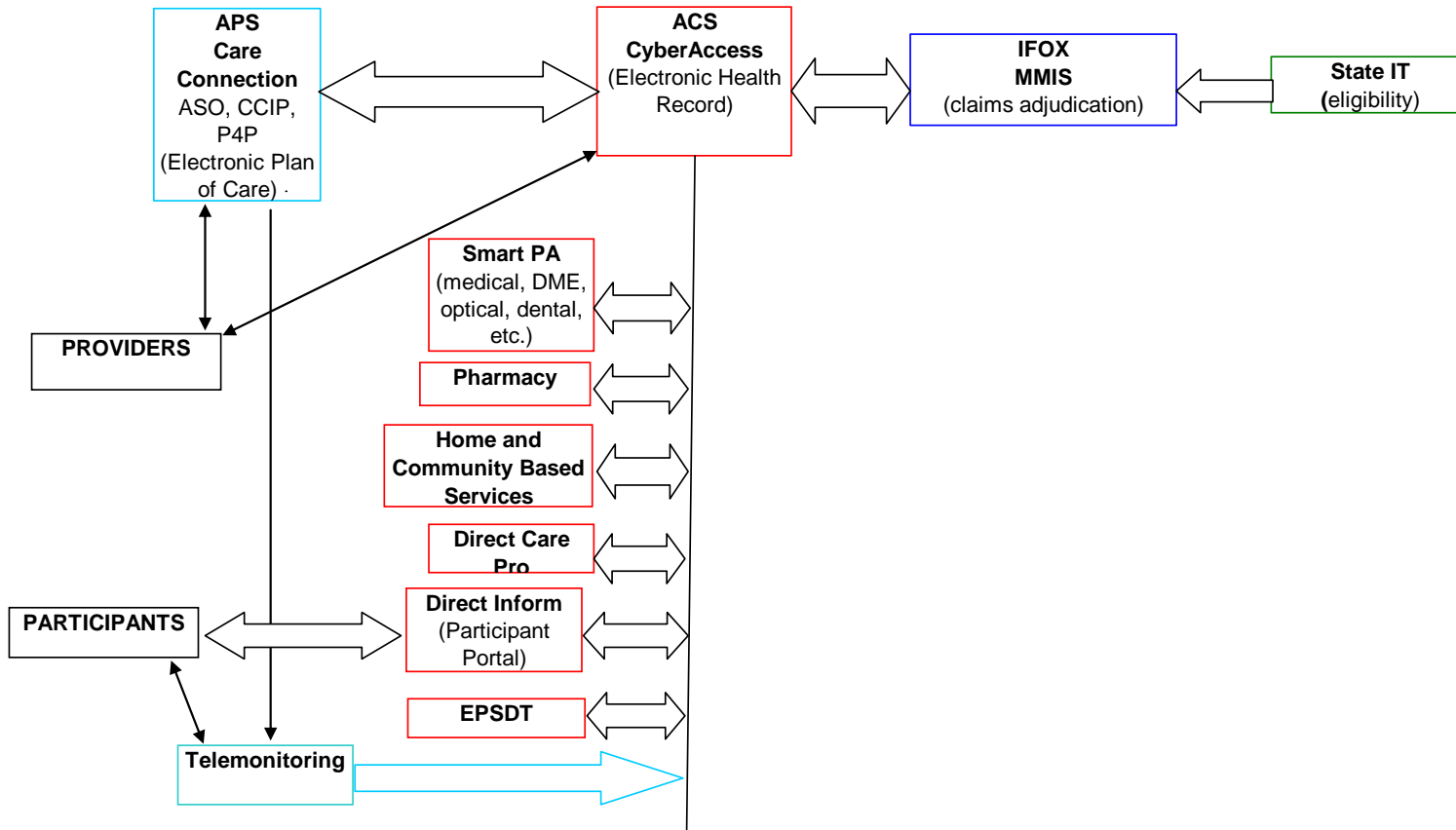
Missouri – Statewide Health Information Exchange

ACS Care and Quality Solutions
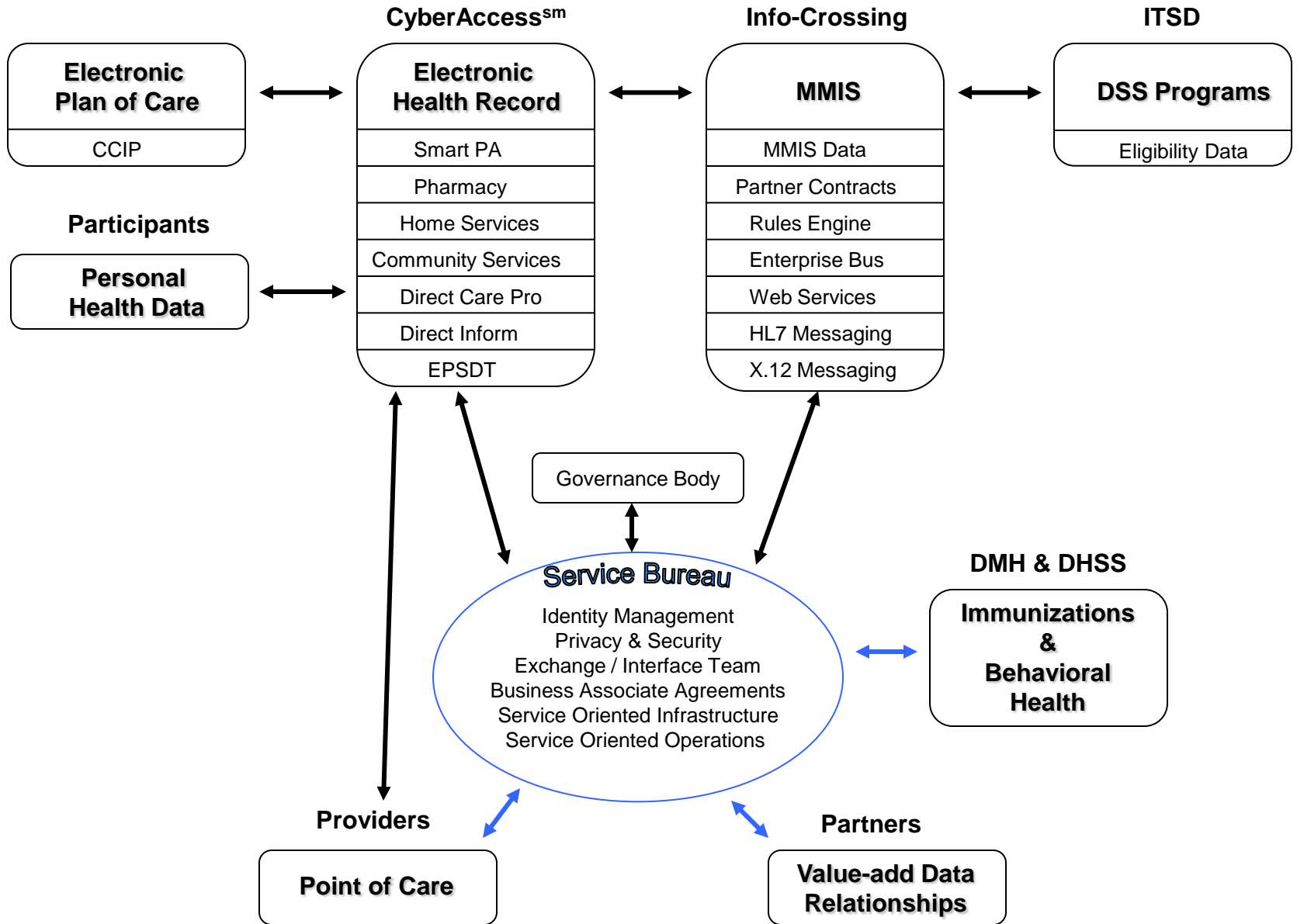
– Overview of Differentiators

➢ Clinical Accreditations and QIO Designation

➢ CyberAccess Gateway as a Provider Portal

➢ Technology combined with Clinical Expertise

➢ Coordinated Care

➢ Transparency through Online Reporting Application

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ACS Health Management Snapshot

Service Base

- Provide care management services to over 5,000,000 people
- Evidence Based Medicine Benchmark Data 55,000,000 people

National Accreditation — *Nationally, we are 1 of 2 Companies who are:*

- **Official Quality, Peer & Independent Review Organization** (Medicare certified Quality Improvement Organization "Like Status")
- **Four (4) URAC Accreditations**: Case, disease, group health and workers' compensation utilization management.

High Professional Standards

- Physicians – 30 physician advisors representing 20 board certifications; 6 FT Physicians. Medical and Psych; 157 specialties as consultants
- Nurses – Certified Case Managers and/or Certified Chronic Health Professionals; over 200
- Analysts, Actuaries and Engineers
- Pharmacists: over 100

Inpatient Certification Major Implementation Milestones

Milestone   Go Live

- **Phase I**
    - Development and deployment of ICMS Lite ………. 12/1/2009
    - Manual prior approval determination functions 12/28/2009
- **Phase II** …………………………………………….… ..2/10/2010
    - MO ICMS stand-alone deployment
- **Phase III** …………………………………………… ..3/20/2010
    - ICMS/SmartPA/SmartMedPA integrated
- **Phase IV** ……………………………………………..3/31/2010
    - Discharge Summary/Medication Reconciliation Deployment
- **Phase V** ……………………………………………..5/31/2010
    - Concurrent Utilization Review

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Inpatient Certification

- Nurses review for medical necessity of services according to nationally-accepted Milliman Care Guidelines:
  - ➢ Precertification - Preadmission certifications
  - ➢ Concurrent review - Continued stay certification
  - ➢ Retrospective review – Post-discharge certification

Inpatient Certification Goal–Oriented Interventions
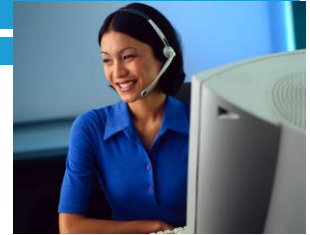
➢ Inpatient days – admission, continued stay, discharge

➢ Negotiate level of care – ICU, med/surg, rehab, LTAC

➢ Discuss alternative levels of care – SNF, home care, behavioral health alternatives

➢ Coordinate and refer for post-discharge services

➢ Screen and refer into other interventional programs - Case Management and/or Condition Management

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CyberAccess – Medical Pre-Certifications Requested

Discussion

- Questions

Thank you

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