

Beyond the Basics

Health Utilization Management and Workers' Compensation Utilization Management



For more information, please contact businessdevelopment@urac.org or 202-216-9413

URAC'S FOCUS AREA

WHAT URAC LOOKS AT

RISK MANAGEMENT



Regulatory compliance processes, including tracking mechanisms and audits; evidence of periodic risk assessments of information systems

OPERATIONS AND INFRASTRUCTURE



Oversight of any delegated functions; sample personnel files that verify background checks on employees who handle personal information are completed prior to hire

PERFORMANCE MONITORING AND IMPROVEMENT



Meeting minutes showing that quality oversight body monitors the program performance metrics; evidence of organizational changes when metrics are not meeting quantifiable goals

CONSUMER PROTECTION AND EMPOWERMENT



Consumer complaint documentation that verifies complaint resolution timeframes are met; meeting minutes that demonstrate analysis of complaints is reported to the quality oversight body

UTILIZATION MANAGEMENT PROGRAM



Annual utilization management program review and approval, including performance evaluation; summary reports and analysis of performance regarding consistent application of clinical review criteria

CLINICAL REVIEW CRITERIA



Annual evaluation and approval of clinical review criteria that shows criteria updates as needed

PRE-REVIEW SCREENING



Document(s) that reflect policy that prohibits evaluation or interpretation of clinical information from the initial screening process

INITIAL CLINICAL REVIEW



Job description for initial clinical reviewer positions; random selection of initial drug utilization determinations to confirm reviewer qualifications and education

CLINICAL DECISIONS



Policy that clinical peer review is conducted for all cases where a certification is not issued through initial clinical review; random sample of files that verify how peer-to-peer conversations take place

UM NOTIFICATIONS



Random sample of certification and non-certification files that verifies content of utilization review notifications and notification timelines; random sample of files to verify implementation of your Lack of Information process and notifications

APEALS



Random sample of files that confirms appeal peer reviewers are conducting first-level appeals; how your organization verifies content and timeliness of appeal notifications

WORKERS' COMPENSATION UM



Document(s) describing who may initiate the workers' compensation review process; documents describing how your program coordinates its appeal activities with regulatory appeals processes