

Get Started with URAC's Health Utilization Management Accreditation

Tuesday, April 15, 2025

Before We Get Started



Message Nick Davis for any *tech issues*



Use the chat box for *questions* and to *introduce yourself*



Explore *resources* we'll share in the chat box

Agenda for Today

Welcome and
Introductions

About URAC

Health
Utilization
Management
Program

The Client
Experience

Accreditation
Process

Questions

Welcome



Lisa Silverman



Shawn Griffin



Monica Gordy



Leigh Hamilton



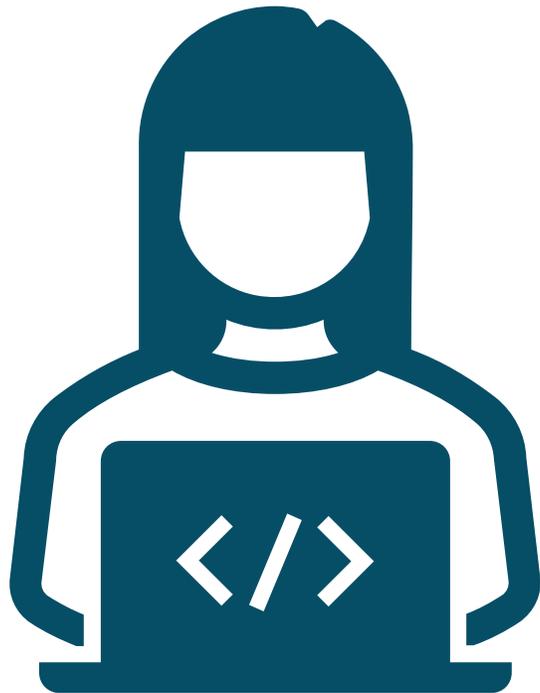
Nasiba Mannan



Kurt Acker

Today's Presenters

Who's Here Today



What type of organization do you represent?

What is your organization's relationship to URAC?

We have *over 35 years of experience* as
an accreditor

We believe in growth through *education
and quality improvement*

We understand that *excellence looks
different* in every organization

We know *partnerships are the key* to
our work



ACCREDITED



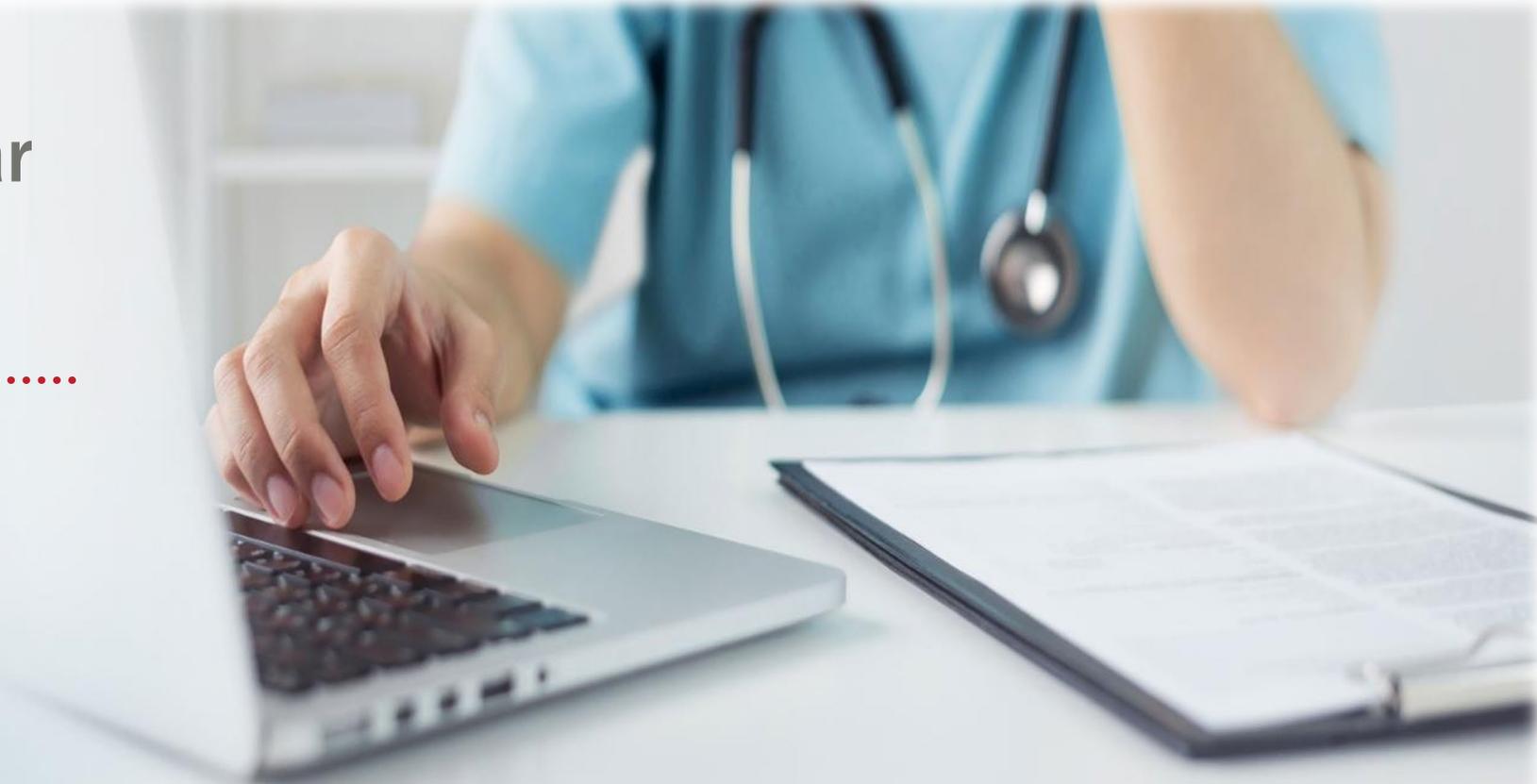
CERTIFIED

Regulation and Accreditation

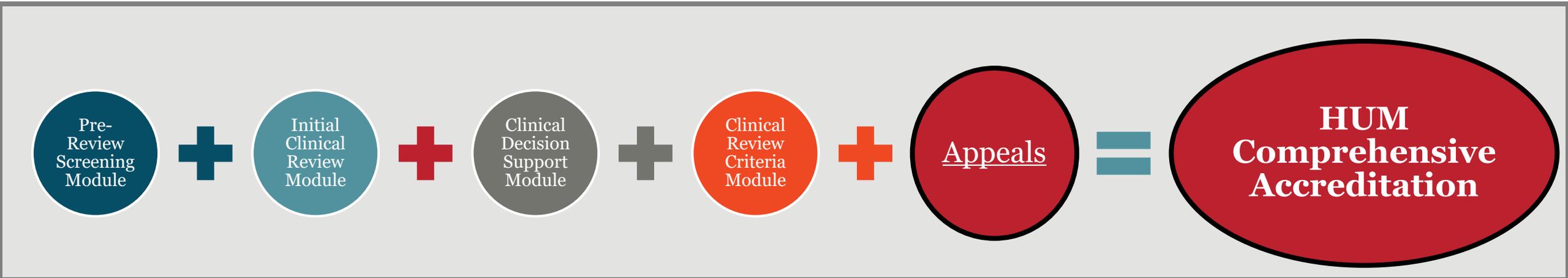
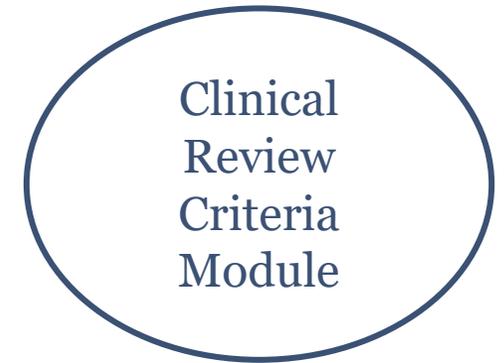
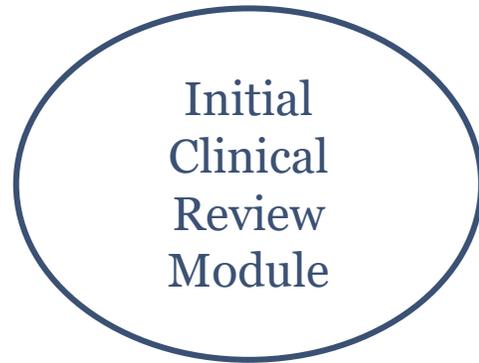
About URAC

Regulation sets the bar
for safety

Accreditation sets
the bar for quality



URAC's Utilization Management Program Accreditation Modules



Modular Approach to Accreditation

Focus Area – What URAC Looks At	MODULES				
	Clinical Review Criteria	Pre-Review Screening	Initial Clinical Review	Clinical Decisions	Comprehensive
Utilization Management Program (UMP)	√	√	√	√	√
Clinical Review Criteria (CRC)	√				√
Pre-Review Screening (PRS)		√			√
Initial Clinical Review (ICR)			√		√
Clinical Decisions (CD)				√	√
UM Notifications (UMN)			√	√	√
Appeals (AP)					√

Pre-Review Screening Module

What Part of the UM Process Your Organization Does

Conducts pre-review screenings

What Your Organization Excels At

Providing timely reviews of service requests and collection and transfer of non-clinical data

What URAC Looks For

An outline of your process for pre-review/initial screening

Initial Clinical Review Module

What Part of the UM Process Your Organization Does

Uses licensed clinical professionals to issue a certification or moves the case to peer review

What Your Organization Excels At

Having a team of credentialed and qualified reviewers

What URAC Looks For

The organization does **NOT** issue a non-certification based on initial clinical review

Clinical Decision Support Module

What Part of the UM Process Your Organization Does

Peer review when the initial clinical review does not result in a certification

What Your Organization Excels At

Facilitating the peer review process

What URAC Looks For

Peer clinical review occurs for all cases where a certification is not issued through initial clinical review

Clinical Review Criteria Module

What Part of the UM Process Your Organization Does

Develop and evaluate the criteria for making decisions

What Your Organization Excels At

Maintaining the clinical review criteria

What URAC Looks For

The organization uses approved evidence-based clinical criteria

Focus Areas for HUM Modules

Individual Modules

Clinical Review Criteria

- Health Utilization Management Program
- Clinical Review Criteria

Pre-Review Screening

- Health Utilization Management Program
- Pre-Review Screening

Initial Clinical Review

- Health Utilization Management Program
- Initial Clinical Review
- Utilization Management Notifications

Clinical Decisions

- Health Utilization Management Program
- Clinical Decisions
- Utilization Management Notifications

Comprehensive Module

- Health Utilization Management Program +
- Clinical Review Criteria +
- Pre-Review Screening +
- Initial Clinical Review +
- Clinical Decisions +
- Utilization Management Notifications +
- **Appeals**

The Client
Experience

 **ALLIANT**
HEALTH SOLUTIONS



Company Overview

Alliant Overview – Who We Are...

- ❖ Nonprofit with 50+ years public sector experience
- ❖ More than 200 employees supported by practicing clinical consultants from 70+ specialties
- ❖ Provide UM and Care Management Services
- ❖ Customer responsive and clinically led
- ❖ Data and systems driven
- ❖ Serve public and private partners to increase the value, effectiveness, and accessibility of health care
- ❖ Provide professional services supporting the administration of health care program
- ❖ Quality Management and Improvement
 - URAC Health Utilization Management since 1997
 - HITRUST Certification since 2018
 - Medicare QIO/PRO since 1984

How We Help



CARE MANAGEMENT

Clinician-led services that ensure the right care, in the right setting for the right duration by providing medical review services, prior authorizations, case management and level-of-care determination.



QUALITY IMPROVEMENT

Deploy a robust, agile platform for broad engagement and use of data to drive quality improvement through use of evidence-based tools and methods to accelerate those improvements.



PROGRAM INTEGRITY

Utilizing analysis and reviews, we ensure compliance and reduce improper payments, driving out fraud, waste and abuse.



EDUCATION & TRAINING

Working collaboratively with providers, we improve quality and outcomes through targeted education and dissemination of best practices in evidence-based medicine. We educate health care consumers to improve health and outcomes.



Health Plans Inc. (HPI) – Company Overview

The Client Experience

Innovative Solutions Built Around You.

 **Mission:** We are a national TPA embracing an entrepreneurial spirit to deliver innovative solutions that bring value to our customers.

-  **Who We Serve:**
- Clients: 395 (UM Only)
 - Diverse industries: Hospitals, labor unions, municipalities, manufacturers, retail, media, etc.
 - Members: 146,509 (employees, spouses, dependents)
 - Primarily New England; limited groups outside (e.g., South Portland Housing Authority, MedWatch not in scope)

 **Workforce Talent (UM):**

- CMS Clinical: 43 | Non-clinical: 14 | Core Business Areas: 21 | Total: 78

 **UM Program:**

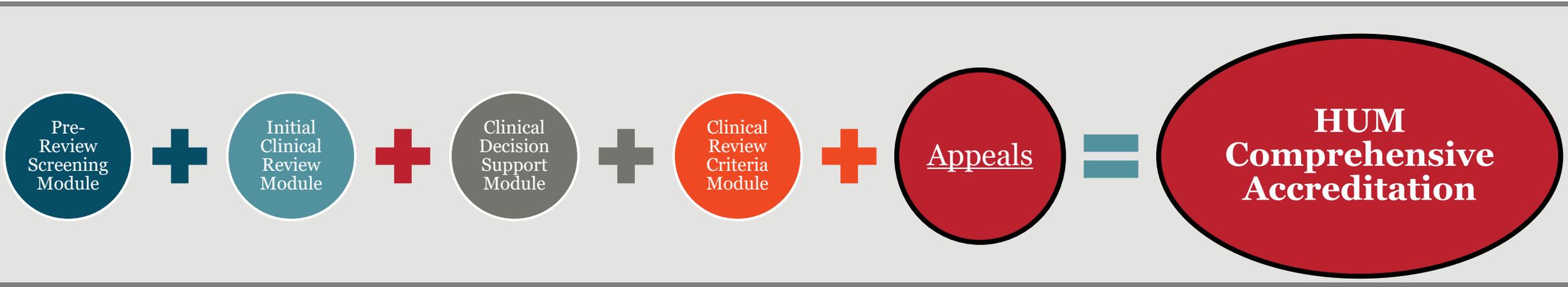
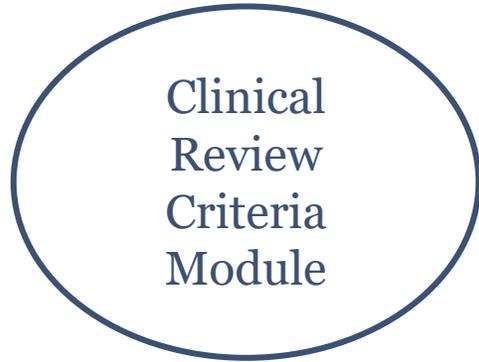
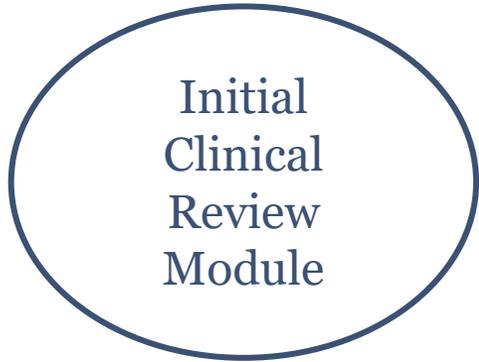
- Goal: Reduce unnecessary utilization, ensure medical necessity & proper care level
- Scope: Medical/surgical, BH/SUD, inpatient, outpatient, specialty meds
- Licensed professionals | Compliant with DOL & URAC guidelines

 **URAC Accreditation:**

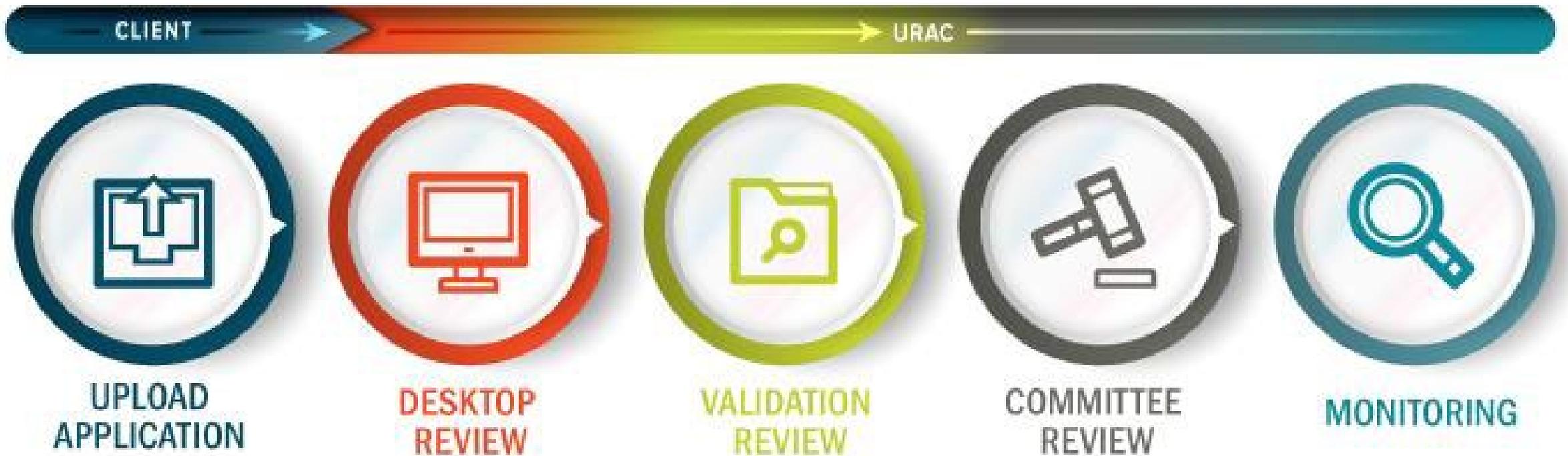
- First achieved: 2021 | Renewed: 2024



URAC's Utilization Management Program: Which One Is Right for Your Organization?



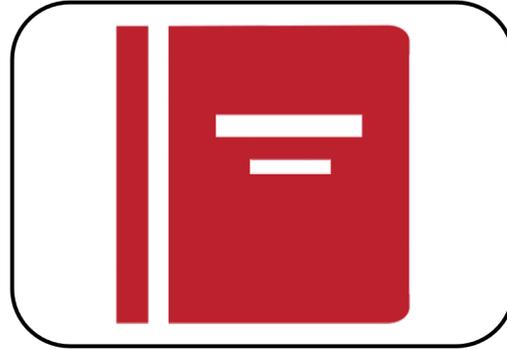
ACCREDITATION PROCESS



Application Resources



Client Relations
Manager



Accreditation
Program Guide



Client Information
Hub



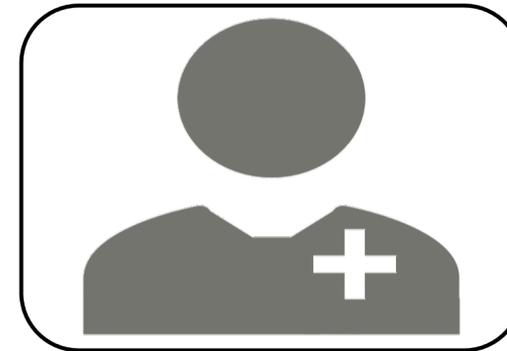
Standards Inquiries/
Interpretation Portal



Webinars



AccreditNet 3.0



Reviewer

URAC Connect 2025

Tuesday, October 7 through
Thursday, October 9
Washington Marriott
Georgetown

Registration Rates and Dates

Early bird: \$1,139, late April to May 16

Regular: \$1,249, May 17 to September 12

Late: \$1,319, September 13 to September 26



<https://www.urac.org/connect>

Connect with URAC

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clientrelations@urac.org

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