

SECTION: 4 CHAPTER: 1300
POLICY 1302: Utilization Data Analysis and Data Management

1. PURPOSE:

Utilization data analysis and management of covered services are pertinent to understanding how resources are utilized and determining the effectiveness of interventions. The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) provides direct oversight of Regional Behavioral Health Authorities (RBHAs). RBHAs must have policies in place to detect both over and under-utilization of services for their Geographic Service Areas (GSAs), as well as individual providers and members. ADHS/DBHS has established variance criteria for which the RBHAs must collect, analyze, evaluate, monitor and report utilization data. RBHA policies must also include the action to be taken by the RBHA when over and/or under-utilization has been identified.

2. TERMS:

Definitions for terms are located online at <http://www.azdhs.gov/bhs/definitions/index.php>. The following terms are referenced in this section:

Over-Utilization

Under-Utilization

Utilization Management

Data Management- Management of data and valuable resources.

3. PROCEDURES:

a. ADHS/DBHS responsibility

- i The ADHS/DBHS MM/UM committee conducts the following Utilization Data Management Activities specific to data that is reported to ADHS/DBHS:
 - (1) Establish utilization Variance Criteria;
 - (2) Review and analyze T/RBHA data to identify trends;
 - (3) Interpret variances;
 - (4) Review Outcomes;
 - (5) Determine, based on the review of data, if action (new or changes to current intervention) is required to improve the efficient utilization of services;
 - (6) Develop and/or approve corrective action and interventions based on findings;
 - (7) Review and evaluate the effectiveness/outcomes of the intervention; and,
 - (8) Ensure follow-up with T/RBHAs on identified actions and interventions.

b. Responsibilities of RBHA MM/UM Committees

- i RBHAs must convene Medical Management/Utilization Management (MM/UM) Committee meetings on a regularly scheduled and ongoing basis. RBHAs must discuss data submitted to ADHS/DBHS as part of the MM/UM Committee. The

SECTION: 4 CHAPTER: 1300
POLICY 1302: Utilization Data Analysis and Data Management

RBHA MM/UM Committee is expected to conduct the following Utilization Data Management Activities specific to data that is reported to ADHS/DBHS:

- (1) Review and analyze data to identify trends;
 - (2) Interpret variances;
 - (3) Review Outcomes;
 - (4) Determine, based on the review of data, if action (new or changes to current intervention) is required to improve the efficient utilization of services;
 - (5) Develop and/or approve corrective action and interventions based on findings; and
 - (6) Review and evaluate the effectiveness/outcomes of the intervention.
- ii Both ADHS/DBHS and the RBHAs' evaluation of findings and interventions must include a review of the impact to service utilization, quality, and outcome.
- iii Both ADHS/DBHS and the RBHAs' intervention strategies are to address both over and under- utilization of services and must be integrated throughout the organization. All strategies must have measurable outcomes and must be reported in MM/UM minutes. RBHAs must also incorporate their evaluation of over and under-utilization into their annual Medical Management Plan and summarize action taken to correct areas of concern.
- iv Minimum Required Utilization Data Elements include, but are not limited to:
- (1) Over- and Under utilization of services and costs;
 - (2) Avoidable hospital admissions and readmissions, and average length of stay for all psychiatric inpatient stays;
 - (3) Follow-up after discharge;
 - (4) Court-ordered treatment;
 - (5) Emergency Department utilization and crisis services;
 - (6) Prior Authorization, denials and notices of action;

SECTION 4 CHAPTER 1300
Policy 1302 Utilization Data Analysis and Data Management

- 7) Pharmacy utilization;
- 8) Lab and diagnostic utilization;
- 9) Serious Mental Illness Eligibility Determination; and
- 10) Bed days per 1000 admissions.

5. REFERENCES:

42 C.F.R. 438.240(b)(3)
AHCCCS/ADHS Contract
ADHS/RBHA Contracts
CMS Guides and Manuals
AHCCCS Medical Policy Manual, Chapter 1020-1
ADHS/DBHS BQI Specifications Manual

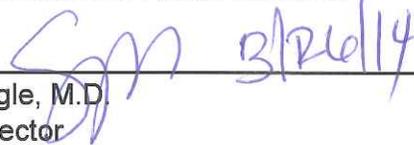
6. APPROVED BY:



Cory Nelson, MPA
Deputy Director
Arizona Department of Health Services
Division of Behavioral Health Services

3/26/14

Date



Steven Dingle, M.D.
Medical Director
Arizona Department of Health Services
Division of Behavioral Health Services

Date