

Utilization Review 2010 Audit Instructions

The number of files selected for the audit sample is based on the Plan's enrollment. The Bureau has selected dates that occurred in the third and fourth quarters of 2009. The Date Chart can be accessed at www.health.state.pa.us/managedcare and by clicking on "Managed Care 2010 Utilization Review Audit" on the left side of the page. All denials, partial denials and approvals issued by the Plan and/or its subcontractors are eligible for audit. The audit does not include decisions issued for self-funded, FEHBP, or Medicare plan enrollees.

Sample Size		
Enrollment	Denials	Approvals
1- 74, 999	20	10
75, 000 - 199,999	30	15
200,000 +	40	20

Date Chart

The Plan will complete the Date Chart worksheet by providing the total number of UR denials and partial denials, collectively referred to as denials, made on the primary dates listed. If no denials were made on a "primary date", the Plan must fill in "0" and move to the alternate date on the same row. Completion of alternate dates is required only if the Plan reports "0" denials on a primary date. Please follow the same process for approvals occurring on the dates selected.

Detail Report - Denials

Once all primary or alternate dates are completed in the above-referenced Date Chart, the Plan must prepare and submit a Detail Report listing each date for which the Plan reported denial activity with the corresponding case/authorization numbers, the enrollee's initials, the product specifications CHIP(C) or adultBasic(aB). However, if neither of these product types applies leave the cell blank. Also, indicate with a Y for Yes if the review was conducted by a subcontractor or N for No if it was not.

Detail Report – Approvals

Once all primary or alternate dates are completed in the above-referenced Date Chart, the Plan must prepare and submit a Detail Report listing each date for which the Plan reported approval activity with the corresponding case/authorization numbers with the initials of the enrollee for the first ten approvals issued on each date and include the product specifications CHIP(C) or adultBasic(aB). If neither of these product types applies leave the cell blank. Also, indicate with a Y if the review was conducted by a subcontractor or N for No if it was not.

Submission of Reports

The format for completion of the Date Charts and the Detail Reports is Excel. The Date Chart and Detail Report can be downloaded at www.health.state.pa.us/managedcare "Managed Care 2010 Utilization Review Audit" or by sending an email request to James Ratcliff at jratcliff@state.pa.us.

The completed electronic spreadsheets (Date Charts and Detail Reports for denials and approvals) must be emailed to jratcliff@state.pa.us no later than February 8, 2010. Upon receipt of the completed spreadsheets, the Bureau will identify the files to be audited and will email the final list back to the Plan.

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File Audit

The Plan must forward hard copies of the selected files to the Bureau no later than March 2, 2010 and contact James Ratcliff at (717) 787-5193 to advise the files have been forwarded. Upon receipt of the files, Mr. Ratcliff will contact the Plan to confirm receipt.

The Bureau's address is: Pennsylvania Department of Health
Bureau of Managed Care
Attn: James Ratcliff
912 Health & Welfare Building
625 Forster Streets
Harrisburg, PA 17120-0701