Utilization Review
Best Practices

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Presented by:
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Working Together
- Be as precise as possible in your UR requests
- Time is of the essence
  - Untimely UR determinations are not admissible – Sandhagen Case
UR Pitfalls & Solutions

- Pitfalls:
  - Untimely determinations
  - Delays in care, cases being delayed in UR
  - No explanation when cases are non-certified (or denied)
  - No signatures on determination letters

- Solutions:
  - Paperless system, web based, digital mail room, fast track reviews
  - Specifically cite ACOEM, ODG or appropriate evidence based guidelines
  - Signatures on letters must be a business & workflow priority

Case to UR

- Collaboration between the UR Provider - Medical Director
- Claims
- Employer
  - Based on types of injuries
  - MPNs

Best Practices UR Authorization Levels

- Not all cases need to go through UR
- Data reviewed from over 10,000 UR reviews
- Establish authorization levels to be used by claims adjustors
  - High Priority – always UR
  - Moderate Priority – UR at claims adjustor discretion
  - No need to send – to UR
Questions?

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