Utilization Review Organization Investigation Performance Rating

Calendar year: **2019**
Investigation Number: **URA-S06-19-R1**
Claims Administrator**: BETA Healthcare Group**
Location: **Granite Bay**
Utilization Review Organization: **Excel Managed Care & Disability Services, Inc.**

RFAs reviewed:		Decisions by Type:	
Prospective	47	Approvals	15
Concurrent	0	Modifications	12
Retrospective	2	Denials	22
		Delays	0

1. Factor for Faulty Notice Content			
Faulty prospective responses	0	Total of prospective requests	47
Faulty concurrent responses	0	Total of concurrent requests	0
Faulty retrospective responses	0	Total of retrospective requests	2
Total	0	**Total**	49
		Faulty Notices divided by Total Requests =	0.00000

2. Factor for Untimely Responses			
Late prospective responses	0	Total of prospective requests	47
Late concurrent responses	0	Total of concurrent requests	0
Late retrospective responses	0	Total of retrospective requests	2
Total	0	**Total**	49
		Faulty Notices divided by Total Requests =	0.00000

3. Factor for Improper Distribution			
For prospective decisions	0	Total of prospective requests	47
For concurrent decisions	0	Total of concurrent requests	0
For retrospective decisions	0	Total of retrospective requests	2
Total	0	**Total**	49
		Faulty Notices divided by Total Requests =	0.00000

Utilization Review Performance Rating	**100%**

* A Utilization Review Performance Rating of **85%** or greater is a passing score.

Analysis of penalties and/or violations cited for this investigation

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Utilization Review Organization: **Excel Managed Care & Disability Services, Inc.**

Number of Utilization Review Requests for Authorization (requests) for Quarter: 302

Request reviewed: 49 **Complaints reviewed:** 0

Type of Violations	Violation of Title 8, CCR §9792.12	Footnotes	Number of violations	Total $ Violations Identified	$ Not Subject to Assessment	Total $ Subjected to Assessment
Failure to establish a utilization review plan.	§9792.12 (a)(1)		0	$0	$0	$0
Failure to maintain a UR plan conforming to all of the requirements of 8CCR§9792.7(a).	§9792.12 (a)(2)		0	$0	$0	$0
Failure to file a UR plan or letter in lieu of UR plan with the Administrative Director.	§9792.12 (a)(3)		0	$0	$0	$0
Failure to timely file any material modification of a UR plan with the Administrative Director.	§9792.12 (a)(4)		0	$0	$0	$0
Failure to employ or designate a physician as medical director of the UR process.	§9792.12 (a)(5)		0	$0	$0	$0

Type of Violations	Violation of Title 8, CCR §9792.12	Footnotes	Number of violations	Total $ Violations Identified	$ Not Subject to Assessment	Total $ Subjected to Assessment
Issuance of a decision to modify or delay a request which is not within the reviewer's scope of practice.	§9792.12 (a)(6)		0	$0	$0	$0
Modification, delay or denial of a request by a non-physician.	§9792.12 (a)(7)		0	$0	$0	$0
Approval of amended request by non-physician without written evidence for submission of amended request.	§9792.12 (a)(8)		0	$0	$0	$0
Failure to timely respond to an expedited request.	§9792.12 (a)(9)		0	$0	$0	$0
Denial of request solely because it is not addressed by MTUS/ACOEM.	§9792.12 (a)(10)		0	$0	$0	$0
Failure to document discussion for care plan for denial of concurrent request.	§9792.12 (a)(11)		0	$0	$0	$0
No response to non-expedited concurrent request.	§9792.12 (a)(12)		0	$0	$0	$0
No response to non-expedited prospective request.	§9792.12 (a)(13)		0	$0	$0	$0
No response to a retrospective request.	§9792.12 (a)(14)		0	$0	$0	$0
Failure to disclose UR guidelines to the public.	§9792.12 (a)(15)		0	$0	$0	$0

Type of Violations	Violation of Title 8, CCR §9792.12	Footnotes	Number of violations	Total $ Violations Identified	$ Not Subject to Assessment	Total $ Subjected to Assessment
Failure of URO or claims administrator to provide documentation of compliance pursuant to 8CCR§9792.11(v)(5).	§9792.12 (a)(16)		0	$0	$0	$0
Failure to timely comply with any compliance requirement for the Final Report of UR Investigation.	§9792.12 (a)(17)		0	$0	$0	$0
Failure to provide timely notice to all parties of need to extend decision date for request.	§9792.12 (b)(4)(A)		0	$0	$0	$0
Failure to document efforts to obtain information from requesting party prior to denying request.	§9792.12 (b)(4)(B)		0	$0	$0	$0
Failure to make and communicate a decision to approve, modify or deny a prospective/ concurrent request within 5 days of receiving needed information.	§9792.12 (b)(4)(C)		0	$0	$0	$0
Failure to issue timely retrospective decision within 30 days of receipt of requested information.	§9792.12 (b)(4)(D)		0	$0	$0	$0
Incomplete notice of modification, delay or denial.	§9792.12 (b)(4)(E)		0	$0	$0	$0

Type of Violations	Violation of Title 8, CCR §9792.12	Footnotes	Number of violations	Total $ Violations Identified	$ Not Subject to Assessment	Total $ Subjected to Assessment
Failure to provide UR criteria/guidelines when requested by patient.	§9792.12 (b)(4)(F)		0	$0	$0	$0
Failure to make a timely request for additional information needed for decision for prospective/ concurrent request.	§9792.12 (b)(5)(A)		0	$0	$0	$0
Failure to provide timely initial communication of approval for a prospective/concurrent request.	§9792.12 (b)(5)(B)		0	$0	$0	$0
Failure to provide timely notice to all parties of decision to modify, delay, or deny a prospective/ concurrent request.	§9792.12 (b)(5)(C)		0	$0	$0	$0
Failure to provide timely notice to all parties in a decision for a retrospective request.	§9792.12 (b)(5)(D)		0	$0	$0	$0
Failure to immediately notify the requesting party that decision cannot be made within timeframes.	§9792.12 (b)(5)(E)		0	$0	$0	$0
Failure to document need/basis to delay decision.	§9792.12 (b)(5)(F)		0	$0	$0	$0
Failure to provide in written notice the reason for delay in making a decision.	§9792.12 (b)(5)(G)		0	$0	$0	$0

Type of Violations	Violation of Title 8, CCR §9792.12	Footnotes	Number of violations	Total $ Violations Identified	$ Not Subject to Assessment	Total $ Subjected to Assessment
Absent a time extension, failure to make a timely decision for a prospective/ concurrent request.	§9792.9 (b)(1)		0	N/A	N/A	$0
Absent a time extension, failure to provide a timely written notice of decision for a prospective/concurrent request.	§9792.9 (b)(3)		0	N/A	N/A	$0
Absent a time extension, failure to provide initial notice for modification, delay or denial of a prospective/ concurrent request.	§9792.9 (b)(4)		0	N/A	N/A	$0
Total			**0**	**$0**	**$0**	**$0**

*Penalties for violations in 8 CCR §9792.12(a) are mandatory and cannot be waived but may be mitigated depending on factors in §9792.13. Penalties under §9792.12(b)(4) and (b)(5) may be waived per §9792.12(b)(2) and mitigated per §9792.13.