



apollomed

NETWORK MEDICAL MANAGEMENT

Managed IPA's: Allied Pacific, Access Primary Care Medical Group, Accountable Health Care, Advantage Health Network, Alpha Care Medical Group, Beverly Alianza, Emanate Health, Community Family Care, Greater Orange Medical Group, La Salle Medical Associates

Purpose

As a regulatory requirement, provider offices must attest to doing an annual review of UM policies, updates, clinical criteria, and other programs outlined in this presentation.

The IPA and its contracted providers are assessed yearly for compliance by our partner Health Plans, CMS, and DHCS. This presentation will outline these updates and programs. Your office will be required to provide a signed attestation confirming the office staff has been educated and trained on an annual basis.



Provider Offices

IPA Contracted Providers include

Primary Care Physicians

OB/GYNs and all other specialty providers





OB/GYN Office



Authorization referral processes

❖ REFERRALS

- Document all work-up and treatments done and include with your request for authorization.
- ***If the member was seen, please forward your consult and/or progress notes to the member's Primary Care Physician.***
- Certain Health Plan contracts have an assigned hospital. Depending on the IPA, Hospital Capitated arrangements are in place for specific hospitals.

❖ URGENT REQUESTS

- We encourage your office to submit urgent requests only if there is a need for medical care or services where application of the time frame for making routine or non-life-threatening care determinations could seriously jeopardize the life or health of the member or the member's ability to regain maximum function.



Open Authorization Tracking

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- ✓ **Open authorizations: approved referrals that have not been used by the member.**
 - **What action do we need to take?**
 - Your portal access allows your office to view a report of all approved referrals that have not been used by the member within 90 days from the approval date. A follow up with the member is required to determine if the member no longer requires the referral and/or if they need to be reassessed.
 - If the member was seen, please forward your consult and/or progress notes to the member's Primary Care Physician.***



Resources for pregnant women

- ❖ WOMEN, INFANT AND CHILDREN'S (WIC) PROGRAM Supplemental nutritional options for children 5 and under and or your pregnant members, including breast feeding and formula options
- ❖ Health Plan supplemental benefits (Health Plan specific)
 - ❖ Car Seats, Coupons, etc.
- ❖ Please encourage your patient to select a contracted Pediatrician with NMM IPAs.
- ❖ Our Provider Network Representative for a list of contracted Pediatricians.



Resources/Programs (Medi-Cal)

- ❖ CALIFORNIA CHILDREN SERVICES (CCS). For members 21 years and under. For members with catastrophic or congenital conditions to have enhanced coordinated services with specific providers.
 - If NMM Is notified that a member has CCS, we will notify your office. If your member has CCS please document this in the chart at each visit.
- ❖ REGIONAL CARE CENTERS: *Services for members with Developmental Disabilities present prior to age18*
 - LA Care Health Plan will send a monthly list of any Regional Care Center Members. If your member is on this list, we will send you a notification of this to place in the chart. Document this information at each visit.
 - If your office refers a member to one of the programs discussed, please document this in your member's chart.
 - Websites with additional information on the Medi-Cal Programs.
 - <http://www.dds.ca.gov/rc/listings>
 - <http://www.publichealth.lacounty.gov/cms/ccs.htm>



IPA Policies and Clinical Criteria

Quality Management Program & Policies

Quality Management Program, Policies and Procedures are available upon request to members and providers by calling our Customer Service department at (877) 282-8272 Opt. 1, Monday-Friday between 9:00 AM to 5:00 PM PT.

Financial Incentive Attestation

Network Medical Management's procedures for reviewing appropriateness of care are aimed at promoting quality of care and efficiency within the health care delivery process. We recognize the need for concern about the potential for under-utilization and appropriately review, which includes, but is not limited to bed day reports, lengths of stay reports, pharmacy usage reports and data on member concerns regarding access to services.

As a matter of policy, associates who make utilization management coverage decisions for Network Medical Management may not be compensated or given other incentives to make denial decisions. Utilization decision making is based only on appropriateness of care and services.

Utilization Management Policies

Procedures and Criteria are disseminated to members and provider upon request by calling our Customer Service department at (877) 282-8272 Opt.1, Monday through Friday between 9:00 AM to 5:00 PM PT. For the hearing impaired, please call our TTY telephone at 877-735-2929, Monday through Friday between the hours of 8:30 AM to 5:00 PM PT.

A requesting practitioner may call Network Medical Management to discuss a denial, deferral, modification, or termination decision with the physician (or peer) reviewer at (877) 282-8272 ext. 6195; Monday through Friday between the hours of 9:30 AM to 2:30 PM PT. All calls will be returned within 24 hours.

- Financial Incentive Attestation
- Quality Management (QM)
- Utilization Management (UM)

