


No. UM-002	Addressing Quality Issues Arising through UM Processes	
Effective Date: 12/14/2016	POLICY AND PROCEDURE	
Previous Versions: see revision history on last page		
DMHC TAG: Utilization Management		

ADDRESSING QUALITY ISSUES ARISING THROUGH UM PROCESSES POLICY

- The UM Committee is responsible for identifying potential quality issues in the UM process and recommending, developing, approving and monitoring performance improvement and Corrective Action Plans (CAP) to improve the UM process;
- The UM Committee is responsible for identifying variance from the standard of care, either as a sentinel event or if an unjustifiable adverse outcome warrants immediate action based upon a pattern of practice which falls out of the established program and community standards over a period of time;
- When UM concerns are identified, a CAP is approved by the UM Committee.  
A CAP may include but is not limited to: provider education, member education, staff development, administrative changes, provider contract changes and credentialing changes;
- UM Committee evaluates the effectiveness of CAPs based on performance measures and makes further recommendations to improve the UM process.

Revision History:

Version Date	Edited By	Reason for Change
1/29/16	M. Stevens	Creation date
7/26/16	M. Durbin	Separated sections of Exhibit J-9 pertaining to identification of potential quality issues of the UM process into a single, standalone policy.