



<b>Series:</b>	<b>Operating Procedures</b>	<b>COA: FIN 1, 2, 7.03, 7.04, NET 4, 5, 6, 7,8, RPM 2, 2.01, 2.03, 5, 9, 10, ASE 6.02 CFOP: NA</b>
<b>Procedure Name:</b>	<b>Utilization Management System</b>	
<b>Procedure Number:</b>	<b>OP-1141</b>	
<b>Revision #/Date:</b>	<b>07/14/11</b>	
<b>Effective Date:</b>	<b>2/20/09</b>	
<b>Applicable to:</b>	All Brevard Family Partnership Staff and Contract Providers	

**SUBJECT:** Utilization Management System

**PURPOSE:** Community Based Care of Brevard (CBC of Brevard) d.b.a Brevard Family Partnership has employed a utilization management system to track service authorizations, and services rendered, to ensure the availability of funding and continuity of service delivery for consumers served. CBC of Brevard's utilization management system ensures funds are managed effectively and efficiently and services procured are provided. The utilization management system serves as an internal control for the service delivery system and a real time tracking system for service expenditures.

**PROCEDURE:**

**References**

CBCB Policies/Procedures: GOV202, GOV203, CG301, CG302, AP415, PM715, PR901, PR902

**Overview of Referral, Authorization, and Invoice Process**

The Utilization Review Specialist/Care Coordinator plays an integral role in ensuring the appropriate funding streams are accessed and utilized efficiently and effectively. To this end the Utilization Review Specialist/Care Coordinator, accounting department, and data management staff, along with the Case Management Directors, work closely together to ensure funding streams are maximized. Dependency Care Coordinators and Brevard C.A.R.E.S. Coordinators provide initial service authorizations

1. After a service has been referred by the Dependency Care Manager, the Utilization Review Specialist/Care Coordinator, or designee will review the referral for completeness and for appropriateness.

2. Each service authorization is identified by a unique authorization number.
3. The Utilization Review Specialist/Care Coordinator or designee will assign the appropriate funding stream and approve the authorization. The authorization will include the authorization number, the number of units authorized per week, and number of weeks the service is authorized. Following the completion of the authorization, the UR/CC will approve the authorization and submit it electronically to the provider.
4. Each Tuesday by 12pm, the provider must complete all session progress notes in the automated UM system.
5. The Data and UM System Administrator will then be responsible for removing all unused weekly units so additional dollars will be available for services during the fiscal year.
6. At the end of each month, the provider will run an invoice out of the automated UM system, print the invoice, sign and date the invoice, and submit it for payment by the 10<sup>th</sup> of each month.
7. The invoices will be submitted to the Data and UM System Administrator who will complete an audit of the UM System to ensure all progress notes have been completed or that assessments such as psychological assessments have been received.
8. Upon completion of this audit, the Data and UM System Administrator and/or designated staff will sign the invoices as the signatory approval staff for BFP.
9. If the invoice or any part of the invoice is not to be paid, the finance staff will write a memo notifying the provider of the portion of the invoice that will not be paid and why. This memo will be included with the check and invoice that is paid.
10. Each month the authorization and actualization data for services will be compiled for analysis of trends in the area of overall percentage of actualization for the system as a whole and by provider through monthly Financial meetings and will include BFP Finance Department staff, UM staff, Contract Manager, and Case Management Staff.

### **Functions of the Contract Manager**

The Contract Manager provides the Data and UM System Administrator with all contract rates for inclusion in the automated UM system.

### **Complaints**

Any complaints about payment adjustments due to lack of authorization will be communicated to the Chief Compliance and Utilization Officer.

### **Process Review**



For ongoing review, any Case management or BFP staff may identify a gap or potential improvement in the process; this must be communicated in writing to the Chief Compliance and Utilization Officer.

BY DIRECTION OF THE CHIEF EXECUTIVE  
OFFICER:

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DR. PATRICIA NELLIUS  
Chief Executive Officer  
Brevard Family Partnership

APPROVAL DATE: 7/18/11