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Texas Health
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Hospital Utilization Review Quarterly Stakeholder Meeting

**Office of Inspector General
Investigations and Reviews Division
Medical Services**

April 19, 2021



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Introduction

Judy Knobloch MS, RN, CPHQ
Deputy Inspector General for Medical
Services/Investigation and Reviews



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Hospital Utilization Reviews Updates

Johanna Fite-Sagredo MSN, RN, RAC-CT
Hospital Utilization Review/Lock-In
Manager



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Hospital Utilization Reviews in Managed Care

OIG continues to review the second managed care sample of encounter data from the STAR and STAR+PLUS Medicaid programs.

OIG plans to utilize findings to support future OIG work in coordination with other OIG audit, investigation, or inspection programs.



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Hospital Utilization Review in Managed Care

The OIG has decided not to pursue potential recoveries from providers with the exception of technical denials.

Claims from the first managed care review that were not issued a final technical denial were released to the MCO.

Previous instructions included continued direction from the OIG for the MCO to not pursue any claims adjustments, reprocessing, recoupments, or any other payment recovery efforts.



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Hospital Utilization Reviews Fee-For-Service

Review of 6,829 claims for sample quarter 2/2018 dates of service 12/1/2017-2/28/2018 is expected to be completed soon.

Sample quarter 3/2018 record requests for 6,884, dates of service 3/1/2018-5/31/2018 will begin to go to providers by the end of April, 2021.

Sample quarter 4/2018 selection began April 5, 2021.



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Questions

HHSC Utilization Review email address:

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Coding Updates

Shanna Hines MBA, RHIA, CCS, CTR
UR Program Coordinator/Medical Coder



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Coding Updates

International Classification of Diseases-10th Revision Clinical Modification ICD-10-CM

Chapter 10: Diseases of the Respiratory System
(J00-J99)

Chapter 15: Pregnancy, Childbirth, and the
Puerperium (O00-O9A)

Chapter 13: Diseases of the Musculoskeletal
System and Connective Tissue
(M00-M99)



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Coding Updates

International Classification of Diseases-10th Revision Clinical Modification ICD-10-CM

Chapter 11: Diseases of the Digestive System (K00-K95)

Chapter 19: Injury, poisoning, and certain other consequences of external causes (S00-T88)



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DRG Education

Chapter 16: Certain Conditions Originating in the Perinatal Period (P00-P96)

P29.89 – Other Cardiovascular
disorders originating in
the perinatal period



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DRG Education

Chapter 16: Certain Conditions Originating in the Perinatal Period (P00-P96)

Code all clinically significant conditions

All clinically significant conditions noted on routine newborn examination should be coded. A condition is clinically significant if it requires:

- clinical evaluation; or
- therapeutic treatment; or
- diagnostic procedures; or
- extended length of hospital stay; or
- increased nursing care and/or monitoring; or
- has implications for future health care needs



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Quality Control Monitoring

Eleanor Rhea, RN, M.ED
Quality Assurance/Utilization Review RN



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Utilization Review Quality Assurance Process

The Quality Assurance (QA) process consists of quality control monitoring of our nurse reviewers' completed utilization reviews.

The goals of this process are:

- Improve inter-rater reliability.
- Improve consistency in reviews across the regions.
- Identify training needs.



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Quality Control Monitoring

The Quality Control (QC) Monitoring Review is completed by an evaluation of established criteria to determine compliance with the Hospital Utilization Review process.



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Quality Control Results

Two scores are calculated for each Quality Control Review:

- Compliance
- Inter-rater reliability

Threshold or target is 90 percent or greater.



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Quality Control Results

Eight HUR Quality Control Reviews were completed during Q2 FY21.

Average scores:

- Compliance: 95.5%
- Inter-rater reliability: 93.8%



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NR Trends for Q2 FY21

Trends are areas where the Nurse Reviewer did not achieve 100 percent either in compliance or inter-rater reliability.

- Nurse reviewer comment summary is concise with pertinent facts/events.
- InterQual subset and criteria points identified appropriately.
- Medical necessity identified/referred appropriately.
- Principal and/or secondary diagnosis substantiated/referred appropriately.
- Outpatient procedures identified/referred appropriately.



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Quality Control Monitoring Plan

- Quality Control Monitoring results are shared with UR managers, UR staff and stakeholders.
- Education for nurse reviewers will continue during the QC monitoring process and periodically during staff meetings.
- Quality Assurance will continue to conduct Quality Control Monitoring reviews throughout the fiscal year.



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