


<b>CHAPTER: 6</b>	<b>SECTION: 2</b>	<b>SUBJECT: IMPROVING ORGANIZATIONAL LEADERSHIP</b>
<b>TITLE: UTILIZATION MANAGEMENT</b>		
<b>EFFECTIVE DATE: 12/15/95</b>	<b>REVISED/REVIEWED DATE: 12/11/96, 5/1/99, 11/5/01, 3/15/05, 11/28/08, 6/6/12, 8/26/13, 8/19/14, 7/15/15, 10/18/16, 11/28/17, 6/6/18, 7/31/19, 9/16/20, 9/28/21, 10/31/22, 11/17/23</b>	
<b>ISSUED AND APPROVED BY:</b>  <p style="text-align: center;">EXECUTIVE DIRECTOR</p>		

**I. PURPOSE:**

- A. The process by which CMHOC ensures that individuals receive timely, high quality, cost-effective services in the most appropriate and least restrictive treatment setting and ensures that CMHOC has an effective mechanism to manage the utilization of clinical resources.

**II. APPLICATION:**

- A. All Community Mental Health of Ottawa County (CMHOC) programs.

**III. DEFINITIONS:**

- A. Utilization Management (UM): is the function of monitoring the use of agency resources through prospective, concurrent, and retrospective reviews, thereby assuring quality services are provided in an efficient and effective manner.

**IV. POLICY:**

- A. Community Mental Health of Ottawa County will maintain and support a Utilization Management Committee (UMC) which will assure the following:
  - a. Assure fair and consistent access by consumers to services based on principles that are clinically and fiscally sound, and consistent with stated admission criteria.
  - b. Services provided match the intensity of service needed.
  - c. Adequate outreach to target populations is occurring.
  - d. Data indicators that measure performance in access, efficiency, and outcome are collected and reported.
  - e. Compare data results from CMHOC to external benchmarks from statewide data or other sources.
  - f. Report state performance indicators and Data Matrix outliers to the Leadership Group, making appropriate recommendation for improvement, and/or contacting the Executive Director or other key management staff with recommendations that need more immediate attention.
  - g. Follow-up action plans are developed when necessary to address identified issues, and monitored until they are complete.

**V. PROCEDURE:**

- A. UM is a standing committee of the CQI structure consisting jointly of Utilization Management and Leadership. Written reports and recommendations are reviewed monthly.
- B. UM will communicate with and make recommendations to key management staff, including the Executive Director.
- C. UM will meet once a month.
- D. UM policy will be reviewed on an annual basis.
- E. UM plan will be reviewed and updated on an annual basis.
- F. UM will maintain and monitor data as specified in the “UM Data Matrix” (see attached).
- G. UM will share reports with the Consumer Advisory Committee when appropriate in efforts to make informed decisions.
- H. Membership of Committee
  - a. UM membership will be interdisciplinary in nature, and include minimally representation from the following areas within CMHOC:
    - i. Key clinical representatives from services to consumers with mental illness, developmental disabilities, and/or substance use disorder.
    - ii. Access Center representatives responsible for services to consumers with mental illness, developmental disabilities, and/or substance use disorder.
    - iii. Finance manager or representative.

**VI. ATTACHMENT:**  
“UM Data Matrix”

**VII. REFERENCES:**

Selected sections of the Michigan Department of Community Health, “Managed Specialty Supports and Services Contract,” Number 4.5.2.1: Medical Necessity Criteria, Number 4.5.3.1: Service Selection Guidelines: Developmental Disabilities, Number 4.5.4.1: Service Selection Guidelines: Mental Health.