DEPARTMENT OF CORRECTIONS

Policy:	**500.127**
Title:	**Utilization Review Process and Scheduling of Approved Appointments**
Effective Date:	**10/3/17**

PURPOSE: To provide a systematic method for the determination of what medical and surgical consultations/procedures and durable goods are provided for an offender and to define the appointment scheduling process.

APPLICABILITY: All Minnesota Department of Corrections (DOC) facilities

DEFINITIONS:
Utilization review – review by the contracted vendor of requested medical and surgical consultations/procedures and/or durable goods to determine the appropriateness of request and the appointment scheduling process.

PROCEDURES:

A. The Department of Corrections (DOC) provides for medical and surgical consultations/procedures and durable goods ordered by a practitioner and approved through the utilization review process. (If an offender desires elective procedures, refer to Policy 500.135, "Offender Requested Private Health Care.")

B. The practitioner:
   1. Completes the consultation request form provided by the contracted health care vendor;
   2. Notifies nursing of all urgent requests, including checking the appropriate box on the authorization form; and
   3. Discusses urgent requests with the contracted medical director to expedite the process, when indicated.

C. Health services staff:
   1. Enters all pending and scheduled consultation request forms onto the off-site scheduling log for review by the contracted utilization review coordinator within twenty-four hours of being written.
   2. Sends urgent requests immediately to the utilization review coordinator.
   3. Monitors the scheduling log for updates during the approval and scheduling process.
   4. Prints a copy of the completed consultation request form.
   5. Files the consultation request form in the consult section of the medical file.
   6. Schedules an offender with the practitioner, if the request must be deferred in order to discuss alternative treatment plans.

D. The utilization review coordinator:

1. Responds to the facility/contracted scheduler via the off-site scheduling log with his/her approval or denial within five working days for routine requests and 24 hours for urgent requests.

2. Responds to the facility scheduler's requests for further information within five working days for routine requests or 24 hours for urgent requests.

3. Ensures all routine and urgent appointment requests are scheduled within the provisions of the health care contract.

4. Retains documentation of all utilization review activities.

E. The DOC medical director reviews denials of medical or surgical consultations/procedures or durable goods by the contracted health care vendor, upon request.

INTERNAL CONTROLS:

A. The contracted medical vendors maintain documentation of all utilization review activities.

B. Documentation of all utilization review activities is retained by the utilization review coordinator.

C. Consultation request forms are filed in the consult section of the medical record.

ACA STANDARDS: 4-4348, 4-4349, and 4-4398

REFERENCES: Minn. Stat. §241.01
Policy 500.135, "Offender Requested Private Health Care"

REPLACES: Policy 500.127, "Utilization Review Process and Scheduling of Approved Appointments," 11/17/15.
All facility policies, memos, or other communications whether verbal, written or transmitted by electronic means regarding this topic.

ATTACHMENTS: Off-Site Authorization Request (500.127A)

APPROVED BY:
Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
Assistant Commissioner, Facility Services
Assistant Commissioner, Operations Support