



Utilization Management Policy

Approval of Utilization Data

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Policy Statement

Optum* by OptumHealth Care Solutions, LLC Utilization Management (UM) data includes, but is not limited to:

- Annual Executive Summary
- Annual Chiropractic Activity Report
- Annual Claims Summary and Turnaround Times
- Annual Authorization Summary and Turnaround Times
- Annual Incoming Call Summary
- Annual Inter-rater Reliability Data
- Annual Report - Patient's Chief Complaint and Selected Complaint Categories
- Annual Report- Breakdown of CPT Coding
- Annual Report - Number of Patients by Age
- Annual Patient Demographics Report
- Annual Network Provider Listing
- Annual Program Description for UM, Quality Improvement (QI) and Credentialing/Risk Management (CRM)
- Quality Improvement Committee Annual Evaluation
- Quarterly Authorization Summary and Turnaround Times
- Quarterly Claim Summary and Turnaround Times
- Quarterly Incoming Call Summary
- Quarterly Provider Network Activity Summary
- Quarterly Appeals Data
- Quarterly Complaints
- Quarterly Denial File Report
- Patient Satisfaction Survey Instrument and Results
- Provider Satisfaction Survey Instrument and Results
- Optum Clinical Studies
- Optum Newsletters
- Optum Provider Report Forms

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Utilization Data is reviewed and approved at multiple levels within Optum:

- Operations - By Supervisors, Managers and the Director of Operations
- Directors - At weekly Executive Committee Meetings
- Utilization Management Committee
- Quality Improvement Committee
- Board of Directors

Purpose

The purpose of this policy is to ensure that utilization data is reviewed and approved on a regular basis.

Scope

All in and out of network programs, involving all provider types, where utilization review determinations are performed.

References

1. URAC. <http://www.urac.org/>
2. National Committee for Quality Assurance (NCQA). <http://www.ncqa.org/>



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Policy History/Revision Information

Date	Action/Description
2/23/2000	Original effective date
3/07/2001	Annual review and approval completed
9/20/2002	Annual review and approval completed
11/11/2003	Annual review and approval completed
10/18/2004	Annual review and approval completed
2/14/2006	Annual review and approval completed
4/10/2008	Annual review and approval completed
1/15/2009	Policy reformatted
4/30/2009	Annual review and approval completed
4/08/2010	Annual review and approval completed
10/26/2010	Policy rebranded to "OptumHealth Care Solutions, Inc. (OptumHealth)"
4/07/2011	Annual review and approval completed
4/19/2012	Annual review completed
4/18/2013	Annual review completed
4/17/2014	Annual review completed; Policy rebranded "Optum* by OptumHealth Care Solutions, Inc."
4/16/2015	Annual review completed
4/21/2016	Annual review completed
4/20/2017	Annual review completed; Legal entity name changed from "OptumHealth Care Solutions, Inc." to "OptumHealth Care Solutions, LLC."
4/26/2018	Annual review completed; no significant changes made to the document
4/25/2019	Annual review completed; no significant changes made to the document
4/23/2020	Annual review completed; no significant changes made to the document

Contact Information

Please forward any commentary or feedback on Optum utilization management policies to: policy.inquiry@optumhealth.com with the word "Policy" in the subject line.

The services described in Optum* by OptumHealth Care Solutions, LLC policies are subject to the terms, conditions and limitations of the Member's contract or certificate. Optum reserves the right, in its sole discretion, to modify policies as necessary without prior written notice unless otherwise required by Optum's administrative procedures.

Certain internal policies may not be applicable to self-funded members and certain insured products. Refer to the member's Summary Plan Description (SPD) or Certificate of Coverage (COC) to determine whether coverage is provided or if there are any exclusions or benefit limitations applicable to any of these policies. If there is a difference between any policy and the member's SPD or COC, the member's SPD or COC will govern.

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