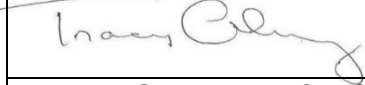





Promise Health Plan

<b>Policy Title:</b> UM Annual Policy Review		<b>POLICY #:</b> 10.2.72	
		<b>Line of business:</b> Medi-Cal	
<b>Department Name:</b> Utilization Management	<b>Original Date</b> 2/23	<b>Effective Date</b> 2/23	<b>Revision Date</b> 2/23
<b>VP Approval:</b> Tracy Alvarez, VP, Medical Care Solutions 		<b>Date of Approval:</b> 2/17/2023	
<b>Medical Services/P&amp;T Committee: (If Applicable)</b> James Cruz, MD 		<b>Date of Committee Review:</b> 2/9/2023	

**A. PURPOSE:**

To define the policy and procedure and provide guidance on how Blue Shield of California Promise Health Plan (Blue Shield Promise) will periodically review and disclose the Utilization Management (UM) policy and procedures.

**B. DEFINITIONS:** N/A

**C. POLICY:**

Blue Shield Promise has a formal process in place to review policies on a quarterly basis to ensure all policy and procedures are reviewed no less than every twelve (12) months.

- I. To ensure all UM policy and procedures are reviewed no less than every twelve (12) months, the UM team will follow a quarterly review cycle. This review will ensure that all policies and procedures are still accurate and in accordance with the following regulations:
  - a. 28 CCR sections 1300.70(b)(2) 9(C)
  - b. 28 CCR sections 1300.70(b)(2)(H)
  - c. H&S Code sections 1363.5
  - d. H&S Code sections 1367.01
- II. On an ad-hoc basis, UM policy and procedures will be updated to address any new APL or regulatory requirements to ensure that the policy is addressing any new changes in accordance to Step I above.

**Responsibility:**

1. The Board of Directors has the overall responsibility for the UM Program. The Medical Services Committee (MSC) assumes responsibility for approval of the policies and procedures.
2. Utilization Management reviews the policies and updates as necessary at least annually, to ensure that all regulatory and business needs are documented.
3. Administration will provide the support, personnel, resources and equipment necessary to maintain the integrity and review of the policies and procedures.

**D. PROCEDURES**

- I. Blue Shield Promise's UM team follows a quarterly review cycle to ensure that all policy and procedures (P&P) are reviewed annually.
  - a. The policy is reviewed to ensure it accurately reflects the current regulations.
  - b. Any updates made to the P&P will be made one week before the MSC, with department review done prior to submission to the MSC for review.
  - c. The P&P will be submitted to all MSC members and will be presented to the MSC for approval.
    - i. If approved, the P&Ps will get the UM Sr. Director's and MSC CMO's signature on the P&P
    - ii. If not approved, the P&P will go back for further revisions, and the process will begin again until approvals are obtained.
- II. Blue Shield Promise's UM team will review applicable P&Ps with a new regulation or All Plan Letter (APL).
  - a. The policy is reviewed to ensure it accurately reflects the current regulations.
  - b. Any updates made to the P&P will be made one week before the MSC, with department review done prior to submission to the MSC for review.
  - c. The P&P will be submitted to all MSC members and will be presented to the MSC for approval.
    - i. If approved, the P&Ps will get the UM Sr. Director's and MSC CMO's signature on the P&P
    - ii. If not approved, the P&P will go back for further revisions, and the process will begin again, until approvals are obtained.

**E. MONITORING:** N/A**F. REPORTING:** N/A

**G. REFERENCES & ATTACHMENTS:**

1. 28 CCR sections 1300.70(b)(2)(H) and (c)
2. Exhibit A Attachment III Section 2.3 Utilization Management Program
3. H&S Code sections 1363.5 and 1367.01

**H. REVISION HISTORY:**

Date	Modification (Reviewed and/or revised)	E-Filing Number
2/2023	Updated Regulatory Requirements DHCS	