

**MEDICAL ASSOCIATES HEALTH PLANS
HEALTH CARE SERVICES POLICY AND PROCEDURE MANUAL
POLICY NUMBER: PP 65**

POLICY TITLE: QUALIFICATION/CREDENTIAL REQUIREMENTS FOR CASE MANAGERS

POLICY STATEMENT: Medical Associates Health Plans has established this policy to assure that qualified medical professionals are involved in making decisions regarding pre-authorization of inpatient hospitalizations or outpatient surgeries, concurrent review, referrals to non-participating practitioners/providers and Case Management/ Discharge Planning activities.

PROCEDURE

1. All Case Managers are required to have a current Iowa license (BSN, RN, or LPN) unless reciprocity exists. To maintain Iowa licensure, each nurse must complete 36 contact hours of continuing education by approved providers every three years. Licensure will be verified by the Human Resource department by viewing and making a copy of the license on the date of hire. Licensure status is verified annually and the Human Resource department will keep a copy of the current license in each individual Case Manager's employment file.
2. All Case Managers report directly to the Health Care Services/Quality Improvement Manager who is a qualified medical professional and maintains a current Iowa license as a Registered Nurse. The position is responsible in supervising review decisions made by the Case Managers.
3. Certification in Utilization Review may be obtained by attending a Certification Program for Utilization Review and Management Professionals that is based on standards established by InterQual. To keep this certification current, the Case Manager must comply with InterQual recertification criteria.
4. A Case Manager may seek certification as a Certified Case Manager (C.C.M.). He/she must meet the eligibility criteria established by the Certification of Insurance Rehabilitation Specialist Commission (CIRSC) and obtain a passing score on the examination. To keep this certification current, the Case Manager must complete designated contact hours of acceptable continuing education.

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