

**MEDICAL ASSOCIATES HEALTH PLANS  
HEALTH CARE SERVICES POLICY AND PROCEDURE MANUAL  
POLICY NUMBER: PP 79**

**POLICY TITLE:** DELEGATION OF UM ACTIVITIES

**POLICY STATEMENT:** Medical Associates Health Plans is responsible for the oversight of all Utilization Management Activities, even if there is a delegation of these functions.

**PROCEDURE:**

1. MAHP and the delegated entity will have a mutually agreed upon document that is signed and dated. This document will describe the following: the responsibilities of MAHP and the delegated entity, the delegated activities, the frequency of reporting to MAHP, the evaluation process by MAHP of the delegated entity's performance, and the remedies, including the revocation of the delegation, available to MAHP if the delegated entity does not fulfill its obligations. The document must state which party is responsible for the following activities: adoption of criteria, monitoring quality and timeliness of decision making, precertification, by services, retrospective review, by service, approvals, and communications with member.
2. MAHP will perform an evaluation of the delegated entity's capacity to perform the delegated activities prior to delegation. This evaluation may include on-site visit and a written review of the entity's understanding of the standards and the delegated tasks, staffing capabilities and track record regarding performance. This evaluation may be accomplished through an exchange of documents or pre-delegation meetings.
3. MAHP approves the delegated entities UM program on an annual basis. Feedback is returned to the delegated entity.
4. MAHP reviews and evaluates regular reports at regular intervals. The reports may include raw data, minutes or exclusively designed reports for this relationship. Reporting must occur at a minimum of twice yearly and must include number of UM cases handled by type and by service (in-patient or outpatient), satisfaction surveys for members and providers, access survey results, and number of appeals.
5. On an annual basis, MAHP evaluates whether the delegated entity's activities are conducted in accordance with MAHP's established standards. The annual evaluation may be accomplished through on-site review, telephone consultation, documentation review, or committee meetings. The audit must involve an audit of the delegated entity's files and a review of the minutes. If the delegated entity is accredited for UM by NCQA, an annual evaluation is not required.
6. Utilization Management Committee minutes reflect oversight of the delegated activities.
7. If an amendment is made to the delegation agreement to include additional activities, a pre-delegation evaluation must be performed for the additional activities.

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Date

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