

Hospital Concurrent Review Pilot

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December 14, 2018, 2018

Background

- In spring 2018, Johns Hopkins Hospital (JHH) and University of Maryland Medical Center (UMMC) raised issues:
 - High denial rates
 - Inconsistent decisions
- MDH reviewed the current hospital day review process
 - Surveyed 9 MCOs
 - Medicare

Background

- Decision to make changes to the process with the following goals:
 - Consistency with other payers
 - Align concurrent and retrospective review decisions
 - Decrease denial rates
 - Decrease length of admissions
 - Transparency
- Decision to work with Johns Hopkins Hospital (JHH) and University of Maryland Medical Center (UMMC) to implement a pilot

Pilot Details – JHH and UMMC

- Pilot began October 4, 2018
- All concurrent reviews are submitted to Telligen every Monday, Wednesday and Friday for all Medicaid patients who are inpatient.
 - *Initial concurrent reviews must still be submitted within 48 hours of admission, or by the next business day.
- Telligen turns concurrent reviews around in 24 hours.
- If additional information is needed, the hospital will have one business day to submit the information via Qualitrac.
- Retrospective reviews will continue to be completed for all admissions.

Pilot Details – JHH and UMMC

- Telligen has dedicated one nurse and one physician to JHH and to UMMC to follow cases.
- Opportunity to request a peer to peer review when a denial is pending.
 - Hospitals have 2 business days to request the peer to peer via phone or email prior to receiving the denial.
 - Telligen will attempt to schedule and complete the peer to peer within 3 business days of the date the request is made.
- Administrative days must still be requested by submitting the 1288 Form at the time of the retrospective review request.

Ongoing Discussion with JHH and UMMC

- October/November 2018
 - Several meetings and discussions with JHH and UMMC to obtain feedback on pilot
 - Changes made to pilot based on discussions
 - Need more experience before implementing statewide
- December 2018
 - Add Children’s National Medical Center and Peninsula Regional Medical Center to pilot
 - Regional balance
 - Large and small hospitals
 - Patient population

Next Steps

Continue to share experience with 4 pilot hospitals

- Finalize the process
- Develop implementation timeline
- Prepare a transmittal for all hospitals on the new concurrent review process