

Utilization Review / Utilization Management (URUM) Quarterly Report Out

Office of Community Living
July 26, 2023



Telligen: Quarter in Review

Total Health Maintenance Activity outcomes rendered between 04/01/2023 - 6/30/2023:

2994

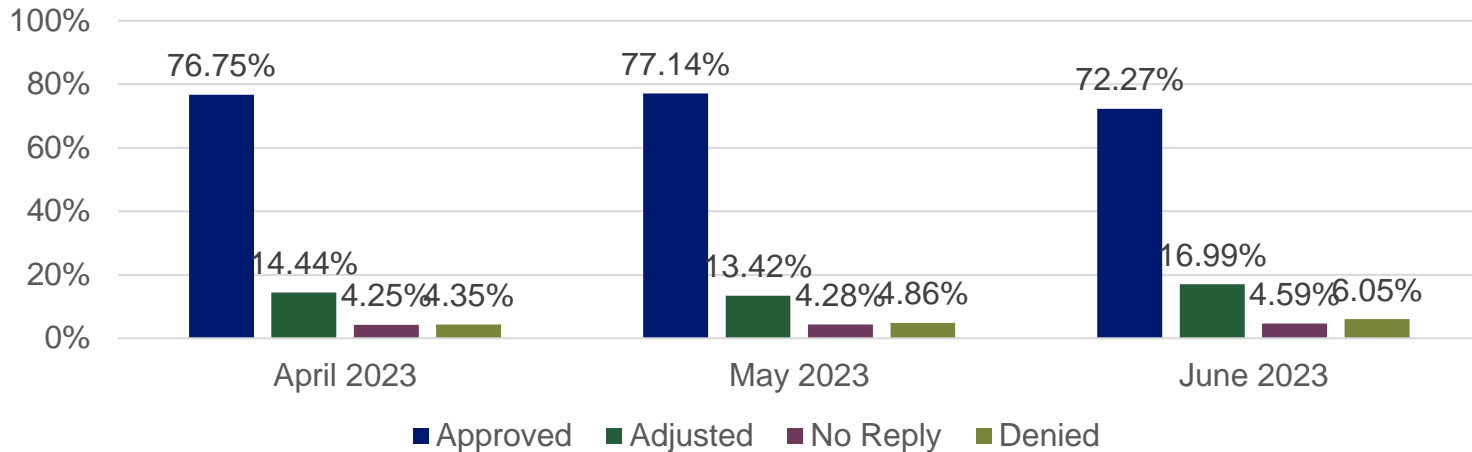
	April 2023	May 2023	June 2023
CDASS	249	263	273
IHSS	923	765	751
Total	1172	1028	1024

Outcome Types

- **Approval:** All services outlined in the request are adequately justified and the case is approved without any alterations to the service plan.
- **Partial Denial:** Some adjustments to the case were required. It does not always mean that the requested hours were decreased.
- **Technical Denial:** Additional information was requested from the case manager, but not received by Telligen. After 10 business days of no response, a Request for Information (RFI) will automatically result in a Technical Denial.
- **Denial:** The submission request was denied entirely.

CDASS & IHSS Combined Outcomes of Reviews

HMA Monthly Outcomes



	April 2023	May 2023	June 2023
Approved	723	793	740
Cases that required adjustments after initial submission (Partial Denial)	136	138	174
Cases with no reply to requests for additional information (Technical Denial)	40	44	47
Denied	41 *6 clinical	50 *9 clinical	62 *7 clinical
Total Outcomes Rendered	942	1028	1024



What's Happening in URUM?

- Finalizing updates to the HMA Documentation Guide Summer 2023
- Developing Protective Oversight and Accompaniment Guide for case managers Summer 2023
- Develop Member Resource Guide for URUM Fall 2023

Next URUM Report out will be during October's PDPPC



Was this information helpful?

What would you like to learn more about during next quarter's presentation?

Thank you!

Participant Directed Program

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