

<b>Department:</b>	Pharmacy	<b>Original Approval:</b>	12/01/2004
<b>Policy #:</b>	PM563	<b>Last Approval:</b>	06/06/2019
<b>Title:</b>	Patient Review and Coordination (PRC) Program		
<b>Approved By:</b>	Medical Management Leadership Team		
<b>Dependencies:</b>	None		

## Purpose

Community Health Plan of Washington’s (CHPW) Patient Review and Coordination (PRC) Program is designed to meet the requirements of WAC 182-501-0135 Patient Review & Coordination (PRC) guidelines for CHPW Washington Apple Health and IMC members as authorized by 42 U.S.C. § 1396n (a)(2) and 42 C.F.R. § 431.54. CHPW’s PRC program is overseen by the plan’s Medical Director. PRC is mandated by Health Resources and Services Administration’s (HRSA) regulations based on Federal requirements for State Medicaid programs to control the overutilization and inappropriate use of medical services by members. CHPW’s PRC policy and procedures outline how CHPW meets its Apple Health contractual requirements for HRSA’s and Washington State’s Healthcare Authority (HCA) PRC Program.

## Policy

It is the policy of CHPW that members identified through a clinical review that meets established criteria for excessive, inappropriate and/or at-risk utilization of medical services may be placed in the PRC Program. Members under the age of 18 require HCA approval prior to placement. Members in the PRC program will be assigned to specific providers, which will include at least one primary care provider (PCP) and may also include one or more of the following types of health care providers:

- pharmacy
- prescriber of controlled substances
- hospital for non-emergent care
- other qualified provider types

Members are placed in the PRC Program for an initial, second or subsequent placement period, as defined by WAC 182-501-0135. The initial placement period will last at least 24 months, the second placement period will last at least 36 months, and subsequent periods will last at least 72 months.

CHPW shall support HRSA and HCA’s PRC program by:

- Providing any information requested by HCA and/or HRSA pertaining to the clinical review of a CHPW Washington Apple Health member for possible placement in the PRC Program.

- Reporting to the HCA or HRSA any current or recently dis-enrolled Washington Apple Health member identified, per clinical review, as meeting established criteria for placement in the PRC Program.

CHPW's PRC shall follow the PRC criteria established by the most current version of WAC 182-501-0135 intended for use by a managed care organization.

CHPW Customer Service, Compliance, and Medical Management team members shall follow the PRC Desk Procedures when a member appears to meet PRC criteria. When a CHPW member is placed in the PRC Program, CHPW Provider Relations or PRC staff will educate the assigned providers on their roles, as requested.

### **PRC PROGRAM SERVICES**

CHPW may provide the following services for members placed in, under review for placement in, or being referred to the PRC Program:

- Coordination and handling of referrals to the PRC Program;
- Screening of pharmacy and medical utilization data to capture excessive and/or inappropriate utilization;
- Sending one-time Letter of Concern notifications to members regarding potentially excessive and/or inappropriate utilization of services;
- Providing timely coordination of care with the member's assigned providers;
- Providing notifications of potentially excessive and/or inappropriate utilization of services for the member's assigned providers;
- Member level interventions promoting the safe and appropriate utilization of medical services;
- Referrals to medical and/or behavioral health Case Management programs;
- Coordinating initial provider assignments and updates in accordance with PRC guidelines;
- Facilitating access to medical services authorized by the assigned providers
  - (e.g., specialist consultations for pain control, behavioral health, substance abuse, rehabilitation)

CHPW shall use the standards established in WAC 182-501-0135 as the guideline for placement of CHPW Washington Apple Health enrollees into the PRC Program. PRC is a plan level intervention, and the final decision to place a member in the PRC Program lies with the Plan, unless decided otherwise by a

hearing. CHPW's Grievance and Appeals Department will handle appeals for members who disagree with the PRC placement decision. CHPW's PRC Program participates in hearing procedures as necessary.

## PROGRAM PURPOSE

The purposes of the PRC Program are:

- To decrease and control excessive and/or inappropriate utilization of health care services, including emergency room services and prescription drugs;
- To minimize medically unnecessary and addictive drug usage;
- To assist members through education and coordination of care towards the safe and appropriate use of health care services; and
- To assist providers in the management of PRC members through education, resource referrals, and coordination of care.

## List of Appendices

None

## Citations & References

<b>CFR</b>		
<b>WAC</b>	182-501-0135 PATIENT REVIEW AND COORDINATION (PRC)	
<b>RCW</b>		
<b>Contract Citation</b>	<input checked="" type="checkbox"/> WAH	17.5 PRC
	<input checked="" type="checkbox"/> IMC	16.14 PRC
	<input type="checkbox"/> MA	
<b>Other Requirements</b>		
<b>NCQA Elements</b>		

## Revision History

Revision Date	Revision Description	Revision Made By
12/01/2004	Original presentation	Mike Hays
02/13/2008	Minor text revisions	Mike Hays
05/21/2008	Minor text revisions	Mike Hays
12/02/2008	Moved to new template; edited for style	Jennifer Carlisle
12/09/2009	Approval	MMLT
12/09/2010	Approval	MMLT
03/23/2011	Approval	MMLT

03/29/2011	Moved to new template	Ben Crockett
01/22/2013	Approval	MMLT
07/24/2013	Policy moved from Medical Management (MM108) to Pharmacy Management (PM563)	Tina Mitchell
07/24/2013	Approval	MMLT
06/16/2014	Moved to new template. Minor text revisions.	Mary Eckhart
08/13/2014	Approval	MMLT
03/04/2015	No changes	Mary Eckhart
04/07/2015	Approval	MMLT
03/10/2016	Updated citations table	Mary Eckhart
03/18/2016	Approved	MMLT
03/01/2017	Moved to new template	Mary Eckhart
03/14/2017	Approved	MMLT
03/02/2018	Moved to new template	Mary Eckhart
03/13/2018	Approval	MMLT
03/12/2019	Reviewed, no changes	Yusuf Rashid
03/13/2019	Approval	MMLT
06/06/2019	Minor revisions; added contract citation	LuAnn Chen
06/06/2019	Approval	MMLT