



10570 S. Federal Hwy., Suite 300• Port St. Lucie, FL 34952
www.cckids.net

Series: 1000: Funding and Fiscal Management

Policy Name: Utilization Management

Policy Number: 1019

Origination Date: November 1, 2013

Revision Date: July 1, 2018

Policy: It is the policy of Communities Connected for Kids to manage the utilization of services and resources to ensure that service provision is appropriate and meets the need of children and families because of case plan development and individual need, operating in a transparent and open manner and using data to inform practice decisions. It is further the policy of Communities Connected for Kids that referrals for service shall be solely based on professional and ethical determinations on the needs of the family. This policy provides for a system of accessing and electronically submitting referrals to ensure timeliness and expedient intervention as recommended.

Procedure:

1. Communities Connected for Kids implements a continuous utilization management process across its network that includes consistent and common criteria for service provision as well as service termination.
2. Whenever possible, families will be given options for providers/caregivers and allowed to exercise choice and will be readily moved between programs or levels of care as service needs change or progress is made.
3. While the family may be expected or required to pay for services as a result of a referral, payment arrangements will be exclusively between the family and the service provider. Whenever possible and when the quality and appropriateness of services will not be compromised, families will be informed of Medicaid or community-funded programs to utilize prior to using a Communities Connected for Kids contracted provider. This allows for continuity of care following case closure when Communities Connected for Kids can no longer fund services.
4. Referrals for services will occur as a direct result of assessments and/or case plan development.
5. Referrals for service will be made on the family's behalf. These referrals will be made without accepting payment or other considerations from either the family or the service provider to whom the family is being referred.

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6. Communities Connected for Kids will monitor all referrals to ensure the family receives the service and maintain regular communication with the provider agency to assess the family's participation and progress made in regard to the service being delivered.
7. The authorization for services and payment for contracted services are managed through the use of Communities Connected for Kids 's electronic referral system uRefer. Utilization Management personnel reviews the referrals for appropriateness and forwards the request to the providers if approved, according to the following procedure:
 - a. Dependency Case Managers create referral shells for each case within the uRefer system. All services available for electronic referring in uRefer can be submitted within that referral shell for any of the case participants.
 - b. Each service identified as appropriate and needed is selected and assigned to the appropriate case participant. Some services require additional questions to be answered and the Dependency Case Manager is prompted to do so prior to submission.
 - c. Documentation supporting the determination that each service is needed is uploaded to the referral by the Dependency Case Manager. Supporting documentation includes assessments and other official documents that include information pertinent to the client's identified need.
 - d. Depending upon approval requirements, each submitted referral is electronically sent either directly to the provider or to Utilization Management for approval. Utilization Management approval is required for all subcontracted services and by request of the service provider.
 - e. Referrals are reviewed by Utilization Management within 48 business hours for eligibility according to the provider's specific contractual requirements.
 - f. If the referral and supporting documentation is complete, appropriate, meets eligibility criteria and the service is not available through an alternative funding source, Utilization Management approves the referral and it is electronically sent directly to the provider.
 - g. If the referral and/or supporting documentation does not meet criteria for approval, Utilization Management "pends" the referral and provides a comment explaining what information is missing or needed. The Dependency Case Manager is alerted via email and can revise the referral and resubmit to Utilization Management for a new approval review.
 - h. If the referral and/or supporting documentation does not meet criteria for approval and no additional information will change that determination, Utilization Management "rejects" the referral and provides a comment explaining how that determination was reached.
8. Case Management can document referrals completed and track progress utilizing the uRefer system. Providers can also utilize the uRefer system to communicate with Case Management through documentation.
9. In conjunction with the Circuit 19 Managing Entity, Southeast Florida Behavioral Health Network, develop strategies to maximize the effective use of funding sources, including those of Medicaid, Southeast Florida Behavioral Health Network, and Communities Connected for Kids to meet the identified needs of children and families.

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Approved: Carol DeLoach

Carol DeLoach, CEO

July 1, 2018

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