

Document ID: <u>AETAMA</u> <u>- 077865</u>	Title: <u>National Clinical Services (NCS) 523 Identification and Referral of Potential Quality of Care Concerns Policy & Procedure - Louisiana Medicaid</u>	
Parent Documents: <u>AETCSPS-073621</u>		
Effective Date: <u>See Document Information Page</u>	Last Review Date: <u>See Review and Revision History Section</u>	Business Process Owner (BPO): <u>Ld Dir, Business Consulting, CS Utilization Management Ops</u>
Exhibit(s): <u>N/A</u>		
Document Type: <u>Tool</u>		

PURPOSE

This Amendment is written to meet regulatory and legislative requirements under Louisiana law/regulation that impact NCS 523 Identification and Referral of Potential Quality of Care Concerns policy. This amendment will be used in conjunction with NCS 523 to comply with Louisiana requirements.

SCOPE

<u>Applies to Department:</u>	<input type="checkbox"/> <u>Care Management</u>	<input type="checkbox"/> <u>Precertification (including NME, SCPU, Specialty Medical Precert)</u>	<input type="checkbox"/> <u>NME Case Management</u>	<input type="checkbox"/> <u>Aetna Maternity Program</u>
	<input type="checkbox"/> <u>SCPU Case Management</u>	<input type="checkbox"/> <u>24-Hour Nurse Line</u>	<input type="checkbox"/> <u>DM</u>	<input type="checkbox"/> <u>BH</u>
	<input type="checkbox"/> <u>Medical Management – Concurrent Review</u>	<input type="checkbox"/> <u>Medical Management – Prior Authorization</u>	<input checked="" type="checkbox"/> <u>Medical Management – Utilization Management</u>	<input type="checkbox"/> <u>Medical Management</u>

<u>Product:</u>	<input type="checkbox"/> <u>HMO</u>	<input type="checkbox"/> <u>EPO</u>	<input type="checkbox"/> <u>PPO</u>	<input type="checkbox"/> <u>MC/POS</u>	<input type="checkbox"/> <u>TC</u>	<input type="checkbox"/> <u>JV</u>
	<input checked="" type="checkbox"/> <u>Medicaid</u>					

These requirements apply when the Controlling State is Louisiana.

POLICY

<u>Legislation</u>	<u>Policy/Procedure Language Change:</u>
<u>2023 Louisiana Medicaid Managed Care Organization Model Contract, Section 2.11.10.1</u>	

The Contractor shall deny payment to providers for PPCs that meet the following criteria:

2.11.10.1.1

Is identified in the State Plan;

2.11.10.1.2

Has been found by the state, based upon a review of medical literature by qualified professionals, to be reasonably preventable through the application of procedures supported by evidence-based guidelines;

2.11.10.1.3

Has a negative consequence for the Beneficiary;

2.11.10.1.4

Is auditable; and

2.11.10.1.5

Includes, at a minimum, wrong surgical or other invasive procedure performed on a patient, surgical or other invasive procedure performed on the wrong body part, or surgical or other invasive procedure performed on the wrong patient.

2023 Louisiana Medicaid Managed Care Organization Model Contract, Section 2.11.10.2

The Contractor shall require all providers to report PPCs associated with Claims for payment or Enrollee treatments for which payment would otherwise be made. PPCs should be identified on the Encounter file via the Present on Admission (POA) indicators.

The health plan will deny payment to providers for PPCs that meet the following criteria:

Is identified in the State Plan;

Has been found by the state, based upon a review of medical literature by qualified professionals, to be reasonably preventable through the application of procedures supported by evidence-based guidelines;

Has a negative consequence for the Beneficiary;

Is auditable; and

Includes, at a minimum, wrong surgical or other invasive procedure performed on a patient, surgical or other invasive procedure performed on the wrong body part, or surgical or other invasive procedure performed on the wrong patient.

The health plan will require all providers to report provider-preventable conditions (PPCs) associated with Claims for payment or the member treatments for which payment would otherwise be made. PPCs should be identified on the Encounter file via the Present on Admission (POA) indicators.

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PROCEDURE

N/A

DEFINITIONS:

N/A

REVIEW AND APPROVALS

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EXHIBIT(S): N/A