

# ParityManager™ Report

Maryland Department of Health

Medicaid - Merged Optum FFS Priority Partners 9142020

August 31, 2022

8

Parity Flags

# Executive Summary

The table below displays a count of parity flags for each Standard.

	Parity Flag
Standard 4: Annual/Lifetime Dollar Limits	0
Standard 6: Financial Requirements	0
Standard 7: Quantitative Treatment Limitations (QTLs) Requirements	0
Standard 8: Identification of Nonquantitative Treatment Limitations (NQTLs)	8

The table below displays a list of Standards missing information and need additional input.

	Missing Information
Standard 4: Annual/Lifetime Dollar Limits	Yes
Standard 6: Financial Requirements	Yes
Standard 7: Quantitative Treatment Limitations (QTLs) Requirements	Yes
Standard 10: Comparative Analyses "In Operation"	Yes

The URAC ParityManager™ facilitates the processes that a modern parity compliance program needs to have but, as a document management and communications software solution, ParityManager™ does not in and of itself automatically result in parity compliant operations.

## Standard 4: Annual/Lifetime Dollar Limits

The number of flags per classification and limit type combination is shown.

	Parity Flag
Lifetime Dollar Limits	0
Annual Dollar Limits	0

If either section is considered incomplete, it is reported in the table below.

	Missing Information
Lifetime Dollar Limits	Y
Annual Dollar Limits	Y

## Standard 6: Financial Requirements

The number of flags per classification and limit type combination is shown.

	Parity Flag			
	Deductible	Copay	Coinsurance	Out-of-pocket maximum
Inpatient	0	0	0	0
Outpatient - Other	0	0	0	0
Outpatient - Office Based	0	0	0	0
Emergency Benefits	0	0	0	0
Prescription Drugs	0	0	0	0

Any classification/limit type combination considered incomplete is reported in the table below.

	Missing Information			
	Deductible	Copay	Coinsurance	Out-of-pocket maximum
Inpatient	Y	Y	Y	Y
Outpatient - Other	Y	Y	Y	Y
Outpatient - Office Based	Y	Y	Y	Y
Emergency Benefits	Y	Y	Y	Y
Prescription Drugs	Y	Y	Y	Y

## Standard 7: Quantitative Treatment Limitations (QTLs) Requirements

The number of flags per classification and limit type combination is shown.

	Parity Flag		
	Day Limits	Hour Limits	Visit Limits
<b>Inpatient</b>	0	0	0
<b>Outpatient - Other</b>	0	0	0
<b>Outpatient - Office Based</b>	0	0	0
<b>Emergency Benefits</b>	0	0	0
<b>Prescription Drugs</b>	0	0	0

Any classification/limit type combination considered incomplete is reported in the table below.

	Missing Information		
	Day Limits	Hour Limits	Visit Limits
<b>Inpatient</b>	Y	Y	Y
<b>Outpatient - Other</b>	Y	Y	Y
<b>Outpatient - Office Based</b>	Y	Y	Y
<b>Emergency Benefits</b>	Y	Y	Y
<b>Prescription Drugs</b>	Y	Y	Y

## Standard 8: Identification of Nonquantitative Treatment Limitations (NQTLs)

The number of flags per classification and category combination shown below.

	Parity Flag		
	Mental Health	Substance Use Disorder	Medical/Surgical
Inpatient	1	1	0
Outpatient - Other	1	1	0
Outpatient - Office Based	1	1	0
Emergency Benefits	1	1	0
Prescription Drugs	0	0	0

Any classification/category/NQTL combination considered incomplete is reported in the table below.

	Missing Information		
	Mental Health	Substance Use Disorder	Medical/Surgical
Inpatient	-	-	-
Outpatient - Other	-	-	-
Outpatient - Office Based	-	-	-
Emergency Benefits	-	-	-
Prescription Drugs	-	-	-

# Universal Application of NQTL

# Classification: Inpatient NQTL: Outlier Management

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- Industry Standards
- Safety risks
- Service type
- Severity or chronicity of an illness

### Mental Health/Substance Use Disorder

- Excessive utilization
- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Service type
- Severity or chronicity of an illness
- Variability in quality

## Definitions

- **Excessive utilization:** Procedures for which we have identified possible over-utilization.
- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

### Medical/Surgical

#### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 2. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 3. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define

### Mental Health/Substance Use Disorder

#### 1. Excessive utilization

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

#### 2. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

#### 3. Least restrictive appropriate level of care



the factors triggering the application of an NQTL to benefits

- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 4. Safety risks

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 5. Service type

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 6. Severity or chronicity of an illness

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

#### 4. Service type

##### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

#### 5. Severity or chronicity of an illness

##### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

#### 6. Variability in quality

##### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

## Operations Measures

### Medical/Surgical

- Degree of discretion exercised by utilization review staff
- Exception processes available for each NQTL requirement and when they may be applied.
- Frequency that authorization requirements are waived
- Frequency with which reviews are conducted
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria
- Outlier Management Data
- Outlier Management Data

- Number of days or visits authorized per review
- Utilization trends

# Classification: Inpatient NQTL: Service Limitations

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

- |   |   |
|---|---|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> |
|---|---|

## Definitions

- **Not Applicable:** NQTL does not apply for this classification

- |  |  |
|--|--|
| <p><u>Medical/Surgical</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard<br/>Source</p> | <p><u>Mental Health/Substance Use Disorder</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard<br/>Source<ul style="list-style-type: none"><li>◦ Not Applicable</li></ul></p> |
|--|--|

## Operations Measures

- |   |   |
|---|---|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> |
|---|---|

### References

- Maryland Medicaid\_Parity Analysis Definitions\_9.10.20.pdf

# Classification: Inpatient NQTL: concurrent review

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- High levels of variation in length of stay
- Industry Standards
- Service type

### Mental Health/Substance Use Disorder

- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Not Applicable
- Service type
- Severity or chronicity of an illness
- Variability in quality

## Definitions

- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

### Medical/Surgical

#### 1. Appropriateness of utilization

Evidentiary Standard  
MCO opted to skip this question

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 2. Excessive utilization

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

### Mental Health/Substance Use Disorder

#### 1. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

#### 2. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

#### 3. Not Applicable

Evidentiary Standard

- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

### 3. High levels of variation in length of stay

Evidentiary Standard

MCO opted to skip this question

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

### 4. Industry Standards

Evidentiary Standard

MCO opted to skip this question

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

### 5. Service type

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 4. Service type

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 5. Severity or chronicity of an illness

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 6. Variability in quality

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

- Internal claims analysis
- Internal market and competitive analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Degree of discretion exercised by utilization review staff
- Exception processes available for each NQTL requirement and when they may be applied.
- Frequency that authorization requirements are waived
- Frequency with which reviews are conducted
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Number of days or visits authorized per review

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

# Classification: Inpatient NQTL: data collection **PARITY FLAG**

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

### Mental Health/Substance Use Disorder

- Not Applicable

## Definitions

- **Not Applicable:** NQTL does not apply for this classification

### Medical/Surgical

### Mental Health/Substance Use Disorder

#### 1. **Not Applicable**

Evidentiary Standard

- Not Applicable

Source

- Not Applicable

## Operations Measures

### Medical/Surgical

### Mental Health/Substance Use Disorder

- NQTL does not apply to any services in this classification

### References

- Optum Benefits Mapping\_MDH Revisions\_7.17.20.xlsx

# Classification: Inpatient

## NQTL: fail first requirements/step therapy

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

- |   |   |
|---|---|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> |
|---|---|

### Definitions

- **Not Applicable:** NQTL does not apply for this classification

- |  |  |
|--|--|
| <p><u>Medical/Surgical</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard<br/>Source</p> | <p><u>Mental Health/Substance Use Disorder</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard<br/>Source<ul style="list-style-type: none"><li>◦ Not Applicable</li></ul></p> |
|--|--|

### Operations Measures

- |   |   |
|---|---|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> |
|---|---|

#### References

- Optum Benefits Mapping\_MDH Revisions\_7.17.20.xlsx
- Maryland Medicaid\_Parity Analysis Definitions\_9.10.20.pdf



# Classification: Inpatient NQTL: medical necessity

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- Industry Standards
- Lack of clinical efficiency of treatment or service
- Service type

### Mental Health/Substance Use Disorder

- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Least restrictive appropriate level of care
- Not Applicable
- Service type
- Severity or chronicity of an illness
- Variability in quality

## Definitions

- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Least restrictive appropriate level of care:** lowest level of care the individual can be safely and effectively treated.
- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

### Medical/Surgical

#### 1. Appropriateness of utilization

Evidentiary Standard  
MCO opted to skip this question

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 2. Excessive utilization

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

### Mental Health/Substance Use Disorder

#### 1. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable

#### 2. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

**3. Industry Standards**

Evidentiary Standard

MCO opted to skip this question

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

**4. Lack of clinical efficiency of treatment or service**

Evidentiary Standard

MCO opted to skip this question

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

**5. Service type**

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable

**3. Least restrictive appropriate level of care**

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable

**4. Not Applicable**

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable

**5. Service type**

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable

**6. Severity or chronicity of an illness**

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews

- National accreditation standards
- State and Federal requirements

- Not Applicable

## 7. Variability in quality

### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable
- Utilization is two standard deviations above average utilization per episode of care.

### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable

## Operations Measures

### Medical/Surgical

- Degree of discretion exercised by utilization review staff
- Exception processes available for each NQTL requirement and when they may be applied.
- Frequency that authorization requirements are waived
- Frequency with which reviews are conducted
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Number of days or visits authorized per review
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

# Classification: Inpatient NQTL: prior authorization/pre authorization

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- Industry Standards
- Medicare/Medicaid program participation eligibility
- Service type

### Mental Health/Substance Use Disorder

- Least restrictive appropriate level of care
- Not Applicable
- Severity or chronicity of an illness

## Definitions

- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Not Applicable:** NQTL does not apply for this classification
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness

### Medical/Surgical

#### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 2. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 3. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards

### Mental Health/Substance Use Disorder

#### 1. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

#### 2. Not Applicable

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

#### 3. Severity or chronicity of an illness

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

- State and Federal requirements

- Not Applicable

**4. Medicare/Medicaid program participation eligibility**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

**5. Service type**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Degree of discretion exercised by utilization review staff
- Exception processes available for each NQTL requirement and when they may be applied.
- Frequency that authorization requirements are waived
- Frequency with which reviews are conducted
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Number of days or visits authorized per review

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

# Classification: Outpatient - Other NQTL: Outlier Management

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- Industry Standards
- Safety risks
- Service type
- Severity or chronicity of an illness
- Variability in quality

### Mental Health/Substance Use Disorder

- Excessive utilization
- Variability in quality

## Definitions

- **Excessive utilization:** Procedures for which we have identified possible over-utilization.
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

### Medical/Surgical

#### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 2. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 3. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 4. Safety risks

### Mental Health/Substance Use Disorder

#### 1. Excessive utilization

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 2. Variability in quality

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

## Evidentiary Standard

### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 5. Service type

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 6. Severity or chronicity of an illness

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 7. Variability in quality

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Frequency with which reviews are conducted
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Utilization trends

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria
- Outlier Management Data

## References

- 1. Sample monthly FWA report - Standard Template - MD.xlsx

# Classification: Outpatient - Other

## NQTL: Service Limitations

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

- |   |  |
|---|--|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li><li>• Service type</li></ul> |
|---|--|

### Definitions

- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.

- |   |
|---|
| <p><u>Medical/Surgical</u></p> <p>1. <b>Not Applicable</b></p> <p>Evidentiary Standard</p> <p>Source</p> <ul style="list-style-type: none"><li>◦ Not Applicable</li></ul> |
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| <p><u>Mental Health/Substance Use Disorder</u></p> <p>1. <b>Not Applicable</b></p> <p>Evidentiary Standard</p> <ul style="list-style-type: none"><li>◦ Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.</li><li>◦ Not Applicable</li></ul> <p>Source</p> <ul style="list-style-type: none"><li>◦ Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits</li><li>◦ Not Applicable</li></ul> <p>2. <b>Service type</b></p> <p>Evidentiary Standard</p> <ul style="list-style-type: none"><li>◦ Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.</li><li>◦ Not Applicable</li></ul> <p>Source</p> <ul style="list-style-type: none"><li>◦ Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits</li><li>◦ Not Applicable</li></ul> |
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### Operations Measures

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|---|--|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Authorization Denial Rates for MH/SUD</li><li>• Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers</li><li>• Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria</li></ul> |
|---|--|



- NQTL does not apply to any services in this classification

#### References

- Auth Stats for June 2020.xlsx
- DO NOT APPLY NQTLS to OP -Other SUD v2.0.docx
- Maryland Medicaid\_Parity Analysis Definitions\_9.10.20.pdf

# Classification: Outpatient - Other

## NQTL: concurrent review

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- Health plan accreditation standards for quality assurance
- Industry Standards
- Medicare/Medicaid program participation eligibility
- Quality and performance measures (including customer feedback)
- Safety risks
- Separate payments for managing a patient's care outside of face-to-face contact (e.g., care management)
- Service type

#### Mental Health/Substance Use Disorder

- Clinical indications and/or evidence
- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Not Applicable
- Service type
- Severity or chronicity of an illness

### Definitions

- **Clinical indications and/or evidence:** Professional standards and protocols - defined as comparative effectiveness studies and clinical trials
- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 2. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 3. Health plan accreditation standards for quality assurance

#### Mental Health/Substance Use Disorder

##### 1. Clinical indications and/or evidence

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 2. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 3. Least restrictive appropriate level of care

Evidentiary Standard

## Evidentiary Standard

### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 4. Industry Standards

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 5. Medicare/Medicaid program participation eligibility

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 6. Quality and performance measures (including customer feedback)

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 7. Safety risks

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## 8. Separate payments for managing a patient's care outside of face-to-face contact (e.g., care management)

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

## 4. Not Applicable

### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

## 5. Service type

### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

## 6. Severity or chronicity of an illness

### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

- State and Federal requirements

## 9. Service type

### Evidentiary Standard

#### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Degree of discretion exercised by utilization review staff
- Exception processes available for each NQTL requirement and when they may be applied.
- Frequency with which reviews are conducted
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Number of days or visits authorized per review
- evaluation of annual concurrent reviews and prior authorization reviews completed on a quarterly basis

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

Classification: Outpatient - Other  
NQTL: data collection  
**PARITY FLAG**

Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

Factors

Medical/Surgical

Mental Health/Substance Use Disorder

- Not Applicable

Definitions

- **Not Applicable:** NQTL does not apply for this classification

Medical/Surgical

Mental Health/Substance Use Disorder

1. **Not Applicable**

Evidentiary Standard

- Not Applicable

Source

- Not Applicable

Operations Measures

Medical/Surgical

Mental Health/Substance Use Disorder

- NQTL does not apply to any services in this classification

References

- Optum Benefits Mapping\_MDH Revisions\_7.17.20.xlsx

# Classification: Outpatient - Other

## NQTL: fail first requirements/step therapy

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

- |   |   |
|---|---|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> |
|---|---|

### Definitions

- **Not Applicable:** NQTL does not apply for this classification

- |  |  |
|--|--|
| <p><u>Medical/Surgical</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard<br/>Source</p> | <p><u>Mental Health/Substance Use Disorder</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard<br/>Source</p> |
|--|--|

### Operations Measures

- |   |  |
|---|--|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• Degree of discretion exercised by utilization review staff</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li><li>• NQTL does not apply to any services in this classification</li></ul> |
|---|--|

# Classification: Outpatient - Other

## NQTL: medical necessity

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_9.10.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Current and projected demand for services
- Excessive utilization
- Industry Standards
- Lack of clinical efficiency of treatment or service
- Medicare/Medicaid program participation eligibility
- Service type
- Severity or chronicity of an illness

#### Mental Health/Substance Use Disorder

- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Least restrictive appropriate level of care
- Service type
- Severity or chronicity of an illness
- Variability in quality

### Definitions

- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** lowest level of care the individual can be safely and effectively treated.
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 2. Current and projected demand for services

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 3. Excessive utilization

Evidentiary Standard

Source

#### Mental Health/Substance Use Disorder

##### 1. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 2. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 3. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 4. Industry Standards

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 5. Lack of clinical efficiency of treatment or service

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 6. Medicare/Medicaid program participation eligibility

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 7. Service type

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 8. Severity or chronicity of an illness

##### Evidentiary Standard

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 4. Service type

##### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 5. Severity or chronicity of an illness

##### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 6. Variability in quality

##### Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

##### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits



## Operations Measures

### Medical/Surgical

- Degree of discretion exercised by utilization review staff
- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- tracking of denial of plans of service that do not meet medical necessity

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

# Classification: Outpatient - Other

## NQTL: prior authorization/pre authorization

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Elasticity of demand
- Excessive utilization
- Medicare/Medicaid program participation eligibility
- Not Applicable
- Quality and performance measures (including customer feedback)
- Service type

#### Mental Health/Substance Use Disorder

- Not Applicable
- Service type
- Severity or chronicity of an illness

### Definitions

- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

##### 2. Elasticity of demand

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

##### 3. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

#### Mental Health/Substance Use Disorder

##### 1. Not Applicable

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

##### 2. Service type

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

##### 3. Severity or chronicity of an illness

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 4. Medicare/Medicaid program participation eligibility

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 5. Not Applicable

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 6. Quality and performance measures (including customer feedback)

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 7. Service type

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

## Operations Measures

### Medical/Surgical

- Degree of discretion exercised by utilization review staff
- Exception processes available for each NQTL requirement and when they may be applied.
- Frequency with which reviews are conducted
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Number of days or visits authorized per review
- evaluation of annual concurrent reviews and prior authorization reviews completed on a quarterly basis

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

# Classification: Outpatient - Office Based

## NQTL: Outlier Management

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- High variability in cost per episode of care
- Industry Standards
- Not Applicable
- Relative reimbursement rates
- Service type

#### Mental Health/Substance Use Disorder

- Excessive utilization
- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Service type
- Severity or chronicity of an illness
- Variability in quality

### Definitions

- **Excessive utilization:** Procedures for which we have identified possible over-utilization.
- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

##### 2. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

##### 3. High variability in cost per episode of care

Evidentiary Standard

Source

#### Mental Health/Substance Use Disorder

##### 1. Excessive utilization

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 2. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 3. Least restrictive appropriate level of care

Evidentiary Standard

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 4. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 5. Not Applicable

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 6. Relative reimbursement rates

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 7. Service type

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 4. Service type

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 5. Severity or chronicity of an illness

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 6. Variability in quality

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Utilization is two standard deviations above average utilization per episode of care.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Utilization trends
- audits tracker (monthly)
- duplicate records (monthly)

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria
- Outlier Management Data
- Outlier Management Data

- provider financial analysis (monthly)

#### References

- 1.Sample monthly FWA report - Standard Template - MD.xlsx

# Classification: Outpatient - Office Based

## NQTL: Service Limitations

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

- |   |  |
|---|--|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li><li>• Service type</li></ul> |
|---|--|

### Definitions

- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.

- |  |
|--|
| <p><u>Medical/Surgical</u></p> <p>1. <b>Not Applicable</b></p> <p>Evidentiary Standard</p> <p>Source</p> |
|--|

- |  |
|--|
| <p><u>Mental Health/Substance Use Disorder</u></p> <p>1. <b>Not Applicable</b></p> <p>Evidentiary Standard</p> <ul style="list-style-type: none"><li>◦ Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.</li><li>◦ Not Applicable</li></ul> <p>Source</p> <ul style="list-style-type: none"><li>◦ Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits</li><li>◦ Not Applicable</li></ul> <p>2. <b>Service type</b></p> <p>Evidentiary Standard</p> <ul style="list-style-type: none"><li>◦ Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.</li><li>◦ Not Applicable</li></ul> <p>Source</p> <ul style="list-style-type: none"><li>◦ Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits</li><li>◦ Not Applicable</li></ul> |
|--|

### Operations Measures

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|---|--|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Authorization Denial Rates for MH/SUD</li><li>• Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers</li><li>• Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria</li></ul> |
|---|--|

## References

- Maryland Medicaid\_Parity Analysis Definitions\_9.10.20.pdf



# Classification: Outpatient - Office Based

## NQTL: concurrent review

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Industry Standards
- Severity or chronicity of an illness

#### Mental Health/Substance Use Disorder

- Clinical indications and/or evidence
- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Least restrictive appropriate level of care
- Not Applicable
- Service type
- Severity or chronicity of an illness
- Variability in quality

### Definitions

- **Clinical indications and/or evidence:** Professional standards and protocols - defined as comparative effectiveness studies and clinical trials
- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Least restrictive appropriate level of care:** lowest level of care the individual can be safely and effectively treated.
- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 2. Industry Standards

Evidentiary Standard

MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### Mental Health/Substance Use Disorder

##### 1. Clinical indications and/or evidence

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

##### 2. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

##### 3. Least restrictive appropriate level of care

- Medical expert reviews
- National accreditation standards
- State and Federal requirements

### 3. Severity or chronicity of an illness

Evidentiary Standard

MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 4. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 5. Not Applicable

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 6. Service type

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 7. Severity or chronicity of an illness

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

### 8. Variability in quality

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Number of days or visits authorized per review

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

Classification: Outpatient - Office Based  
NQTL: data collection  
**PARITY FLAG**

Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

Factors

Medical/Surgical

Mental Health/Substance Use Disorder

- Not Applicable

Definitions

- **Not Applicable:** NQTL does not apply for this classification

Medical/Surgical

Mental Health/Substance Use Disorder

1. **Not Applicable**
  - Evidentiary Standard
    - Not Applicable
  - Source
    - Not Applicable

Operations Measures

Medical/Surgical

Mental Health/Substance Use Disorder

- NQTL does not apply to any services in this classification

# Classification: Outpatient - Office Based

## NQTL: fail first requirements/step therapy

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

- |   |  |
|---|--|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• Not Applicable</li><li>• Service type</li></ul> |
|---|--|

### Definitions

- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.

- |  |
|--|
| <p><u>Medical/Surgical</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard<br/>Source</p> |
|--|

- |  |
|--|
| <p><u>Mental Health/Substance Use Disorder</u></p> <p>1. <b>Not Applicable</b><br/>Evidentiary Standard</p> <ul style="list-style-type: none"><li>◦ Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.</li></ul> <p>Source</p> <ul style="list-style-type: none"><li>◦ Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits</li></ul> <p>2. <b>Service type</b><br/>Evidentiary Standard</p> <ul style="list-style-type: none"><li>◦ Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.</li></ul> <p>Source</p> <ul style="list-style-type: none"><li>◦ Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits</li></ul> |
|--|

### Operations Measures

- |   |   |
|---|---|
| <p><u>Medical/Surgical</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> | <p><u>Mental Health/Substance Use Disorder</u></p> <ul style="list-style-type: none"><li>• NQTL does not apply to any services in this classification</li></ul> |
|---|---|

#### References

- Optum Benefits Mapping\_MDH Revisions\_7.17.20.xlsx
- Maryland Medicaid\_Parity Analysis Definitions\_9.10.20.pdf

# Classification: Outpatient - Office Based

## NQTL: medical necessity

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- High variability in cost per episode of care
- Industry Standards
- Lack of adherence to quality standards
- Lack of clinical efficiency of treatment or service
- Relative reimbursement rates
- Service type

#### Mental Health/Substance Use Disorder

- High levels of variation in length of stay
- Lack of clinical efficiency of treatment or service
- Least restrictive appropriate level of care
- Service type
- Severity or chronicity of an illness
- Variability in quality

### Definitions

- **High levels of variation in length of stay:** this is an error and should not be listed
- **Lack of clinical efficiency of treatment or service:** treatment that is not based on evidenced based clinical criteria such as InterQual guidelines.
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 2. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 3. High variability in cost per episode of care

Evidentiary Standard

#### Mental Health/Substance Use Disorder

##### 1. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 2. Lack of clinical efficiency of treatment or service

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

##### 3. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 4. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 5. Lack of adherence to quality standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 6. Lack of clinical efficiency of treatment or service

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 7. Relative reimbursement rates

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 8. Service type

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 4. Service type

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 5. Severity or chronicity of an illness

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

#### 6. Variability in quality

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- duplicate restorations (quarterly)

### Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria



# Classification: Outpatient - Office Based

## NQTL: prior authorization/pre authorization

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Excessive utilization
- High variability in cost per episode of care
- Industry Standards
- Not Applicable
- Relative reimbursement rates
- Service type

#### Mental Health/Substance Use Disorder

- High levels of variation in length of stay
- Least restrictive appropriate level of care
- Not Applicable
- Service type
- Severity or chronicity of an illness
- Variability in quality

### Definitions

- **High levels of variation in length of stay:** this is an error and should not be listed
- **Least restrictive appropriate level of care:** Lowest level of care the individual can be safely and effectively treated.
- **Not Applicable:** NQTL does not apply for this classification
- **Service type:** Type of service being requested.
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **Variability in quality:** Drugs must be marketed as safe and therapeutically active formulations whose performance is consistent and predictable.

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- Not Applicable
- State and Federal requirements

##### 2. Excessive utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- Not Applicable
- State and Federal requirements

##### 3. High variability in cost per episode of care

Evidentiary Standard

#### Mental Health/Substance Use Disorder

##### 1. High levels of variation in length of stay

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

##### 2. Least restrictive appropriate level of care

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

##### 3. Not Applicable

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- Not Applicable
- State and Federal requirements

4. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- Not Applicable
- State and Federal requirements

5. Not Applicable

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- Not Applicable
- State and Federal requirements

6. Relative reimbursement rates

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- Not Applicable
- State and Federal requirements

7. Service type

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- National accreditation standards
- Not Applicable
- State and Federal requirements

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

4. Service type

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

5. Severity or chronicity of an illness

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

6. Variability in quality

Evidentiary Standard

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable

## Operations Measures

Medical/Surgical

Mental Health/Substance Use Disorder

- Authorization Denial Rates for MH/SUD

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- services preauthorized not received (monthly)
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria

# Classification: Emergency Benefits NQTL: Outlier Management

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

- Appropriateness of utilization
- Industry Standards

### Mental Health/Substance Use Disorder

- Not Applicable

## Definitions

- **Not Applicable:** NQTL does not apply for this classification

### Medical/Surgical

#### 1. **Appropriateness of utilization**

Evidentiary Standard  
MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 2. **Industry Standards**

Evidentiary Standard  
MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

### Mental Health/Substance Use Disorder

#### 1. **Not Applicable**

Evidentiary Standard

- Not Applicable

Source

- Not Applicable

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Utilization trends

### Mental Health/Substance Use Disorder

- NQTL does not apply to any services in this classification

References

- We DO NOT apply any NQTLs to the Emergency and Pharmacy Benefits.docx

# Classification: Emergency Benefits

## NQTL: data collection

### PARITY FLAG

#### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

#### Factors

##### Medical/Surgical

##### Mental Health/Substance Use Disorder

- Not Applicable

#### Definitions

- **Not Applicable:** NQTL does not apply for this classification

##### Medical/Surgical

##### Mental Health/Substance Use Disorder

#### 1. Not Applicable

Evidentiary Standard

- Not Applicable

Source

- Not Applicable

#### Operations Measures

##### Medical/Surgical

##### Mental Health/Substance Use Disorder

- NQTL does not apply to any services in this classification
- NQTL does not apply to any services in this classification

# Classification: Emergency Benefits

## NQTL: medical necessity

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Industry Standards
- Lack of clinical efficiency of treatment or service

#### Mental Health/Substance Use Disorder

- Not Applicable

### Definitions

- **Not Applicable:** NQTL does not apply for this classification

#### Medical/Surgical

##### 1. **Appropriateness of utilization**

Evidentiary Standard  
MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 2. **Industry Standards**

Evidentiary Standard  
MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

##### 3. **Lack of clinical efficiency of treatment or service**

Evidentiary Standard  
MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews

#### Mental Health/Substance Use Disorder

##### 1. **Not Applicable**

Evidentiary Standard

- Not Applicable

Source

- Not Applicable

- National accreditation standards
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers

### Mental Health/Substance Use Disorder

- NQTL does not apply to any services in this classification
- NQTL does not apply to any services in this classification



# Classification: Emergency Benefits NQTL: prior authorization/pre authorization

## Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

## Factors

### Medical/Surgical

- Appropriateness of utilization
- Industry Standards

### Mental Health/Substance Use Disorder

- Not Applicable

## Definitions

- **Not Applicable:** NQTL does not apply for this classification

### Medical/Surgical

#### 1. **Appropriateness of utilization**

Evidentiary Standard  
MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

#### 2. **Industry Standards**

Evidentiary Standard  
MCO opted to skip this question

- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- National accreditation standards
- State and Federal requirements

### Mental Health/Substance Use Disorder

#### 1. **Not Applicable**

Evidentiary Standard

- Not Applicable

Source

- Not Applicable

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers

### Mental Health/Substance Use Disorder

- NQTL does not apply to any services in this classification



# Classification: Prescription Drugs

## NQTL: fail first requirements/step therapy

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- High cost of care relative to similar therapies
- Not Applicable
- fail first protocol

#### Mental Health/Substance Use Disorder

- Not Applicable
- fail first protocol

### Definitions

- **Not Applicable:** NQTL does not apply for this classification
- **fail first protocol:** fail first protocol

#### Medical/Surgical

##### 1. High cost of care relative to similar therapies

###### Evidentiary Standard

###### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable
- State and Federal requirements

##### 2. Not Applicable

###### Evidentiary Standard

###### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable
- State and Federal requirements

##### 3. fail first protocol

###### Evidentiary Standard

###### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Not Applicable
- State and Federal requirements

#### Mental Health/Substance Use Disorder

##### 1. Not Applicable

###### Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable
- process review(s) for auditing claims data to ensure compliance of a participant's treatment and service plan in conjunction with their prior authorization

###### Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

##### 2. fail first protocol

###### Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable
- process review(s) for auditing claims data to ensure compliance of a participant's treatment and service plan in

conjunction with their prior authorization

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- Utilization trends
- clinical criteria applied based on FDA labeling and requirements
- official compendium internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization

### Mental Health/Substance Use Disorder

- Clinical Criteria applied based on FDA labeling and requirements and Official
- Compendium Internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage, and drug utilization
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- Utilization trends

# Classification: Prescription Drugs

## NQTL: medical necessity

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Efficacy demonstrated in rare conditions only
- High variability in cost per episode of care
- Industry Standards
- Lack of clinical efficiency of treatment or service
- Medical necessity is lacking or is not clearly evident
- Pervasive use of non-FDA approved diagnosis
- clinical appropriateness/medical necessity
- fiscal responsibility/cost effectiveness
- medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

#### Mental Health/Substance Use Disorder

- clinical appropriateness/medical necessity
- fiscal responsibility/cost effectiveness
- medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

### Definitions

- **clinical appropriateness/medical necessity:** identified measures in place to determine the most appropriate treatment option for participants based on the participant's medical status, the placement of the treatment option on the PDL and the treatment option's clinical criteria
- **fiscal responsibility/cost effectiveness:** examination of a drug's actual cost and rebateable status for the State with an emphasis on cost conservation and reduction of waste for the department while still maintaining the accessibility of care to participants
- **medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee:** a drug's classification within the PDL which is a list of the dept's preferred and non preferred drugs developed by the departments preferred drug program via recommendations made by the P&T committee

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

##### 2. Efficacy demonstrated in rare conditions only

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

#### Mental Health/Substance Use Disorder

##### 1. clinical appropriateness/medical necessity

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- process review(s) for auditing claims data to ensure compliance of a participant's treatment and service plan in conjunction with their prior authorization

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews

### 3. High variability in cost per episode of care

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

### 4. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

### 5. Lack of clinical efficiency of treatment or service

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

### 6. Medical necessity is lacking or is not clearly evident

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

### 7. Pervasive use of non-FDA approved diagnosis

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

### 8. clinical appropriateness/medical necessity

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

### 9. fiscal responsibility/cost effectiveness

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

- State and Federal requirements

### 2. fiscal responsibility/cost effectiveness

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- process review(s) for auditing claims data to ensure compliance of a participant's treatment and service plan in conjunction with their prior authorization

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

### 3. medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- process review(s) for auditing claims data to ensure compliance of a participant's treatment and service plan in conjunction with their prior authorization

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

**10. medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- Utilization trends
- clinical criteria applied based on FDA labeling and requirements
- official compendium internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization

### Mental Health/Substance Use Disorder

- Clinical Criteria applied based on FDA labeling and requirements and Official
- Compendium Internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage, and drug utilization
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- Utilization trends

# Classification: Prescription Drugs

## NQTL: prior authorization/pre authorization

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Appropriateness of utilization
- Efficacy demonstrated in rare conditions only
- High variability in cost per episode of care
- Industry Standards
- Lack of clinical efficiency of treatment or service
- Medical necessity is lacking or is not clearly evident
- Not Applicable
- Pervasive use of non-FDA approved diagnosis
- Severity or chronicity of an illness
- Two Tiered Formulary Design
- clinical appropriateness/medical necessity
- fail first protocol
- medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

#### Mental Health/Substance Use Disorder

- Lack of clinical efficiency of treatment or service
- Not Applicable
- Severity or chronicity of an illness
- clinical appropriateness/medical necessity
- fail first protocol
- medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

### Definitions

- **Lack of clinical efficiency of treatment or service:** treatment that is not based on evidenced based clinical criteria such as InterQual guidelines.
- **Not Applicable:** NQTL does not apply for this classification
- **Severity or chronicity of an illness:** Does the medication match the severity and chronicity of the illness
- **clinical appropriateness/medical necessity:** identified measures in place to determine the most appropriate treatment option for participants based on the participant's medical status, the placement of the treatment option on the PDL and the treatment option's clinical criteria
- **fail first protocol:** fail first protocol
- **medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee:** a drug's classification within the PDL which is a list of the dept's preferred and non preferred drugs developed by the departments preferred drug program via recommendations made by the P&T committee

#### Medical/Surgical

##### 1. Appropriateness of utilization

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

##### 2. Efficacy demonstrated in rare conditions only

Evidentiary Standard

#### Mental Health/Substance Use Disorder

##### 1. Lack of clinical efficiency of treatment or service

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source



Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 3. High variability in cost per episode of care

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 4. Industry Standards

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 5. Lack of clinical efficiency of treatment or service

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 6. Medical necessity is lacking or is not clearly evident

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 7. Not Applicable

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 8. Pervasive use of non-FDA approved diagnosis

Evidentiary Standard

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 2. Not Applicable

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 3. Severity or chronicity of an illness

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 4. Clinical appropriateness/medical necessity

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

### 5. fail first protocol

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 9. **Severity or chronicity of an illness**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 10. **Two Tiered Formulary Design**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 11. **Clinical appropriateness/medical necessity**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 12. **fail first protocol**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 13. **medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee**

Evidentiary Standard

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- Not Applicable
- State and Federal requirements

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

#### 6. **medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee**

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Medical expert reviews
- Not Applicable
- State and Federal requirements

## Operations Measures

### Medical/Surgical

- Exception processes available for each NQTL requirement and when they may be applied.
- Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- Utilization trends
- clinical criteria applied based on FDA labeling and requirements
- official compendium internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization

### Mental Health/Substance Use Disorder

- Clinical Criteria applied based on FDA labeling and requirements and Official
- Compendium Internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage, and drug utilization
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews
- Utilization trends

# Classification: Prescription Drugs

## NQTL: tiered drug formulary

### Definitions

NONE PROVIDED. SEE DOCUMENT REFERENCES

#### References

- Maryland Medicaid\_Parity Analysis Definitions\_7.16.20.pdf

### Factors

#### Medical/Surgical

- Tiered drug formulary involves groupings of drugs subject to different level of cost share based on generic or brand designation
- clinical appropriateness/medical necessity
- fiscal responsibility/cost effectiveness
- medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

#### Mental Health/Substance Use Disorder

- clinical appropriateness/medical necessity
- fiscal responsibility/cost effectiveness
- medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

### Definitions

- **clinical appropriateness/medical necessity:** identified measures in place to determine the most appropriate treatment option for participants based on the participant's medical status, the placement of the treatment option on the PDL and the treatment option's clinical criteria
- **fiscal responsibility/cost effectiveness:** examination of a drug's actual cost and rebateable status for the State with an emphasis on cost conservation and reduction of waste for the department while still maintaining the accessibility of care to participants
- **medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee:** a drug's classification within the PDL which is a list of the dept's preferred and non preferred drugs developed by the departments preferred drug program via recommendations made by the P&T committee

#### Medical/Surgical

##### 1. Tiered drug formulary involves groupings of drugs subject to different level of cost share based on generic or brand designation

Evidentiary Standard

he MCO skipped this question.

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

##### 2. clinical appropriateness/medical necessity

Evidentiary Standard

#### Mental Health/Substance Use Disorder

##### 1. clinical appropriateness/medical necessity

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- process review(s) for auditing claims data to ensure compliance of a participant's treatment and service plan in conjunction with their prior authorization

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

##### 2. fiscal responsibility/cost effectiveness

Evidentiary Standard

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- FDA Prescribing information & official compendium
- Not Applicable

Source

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- Medical expert reviews
- State and Federal requirements

**3. fiscal responsibility/cost effectiveness**

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- FDA Prescribing information & official compendium
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Source

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- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

**4. medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee**

Evidentiary Standard

- A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.
- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
- FDA Prescribing information & official compendium
- Not Applicable

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis
- Medical expert reviews
- State and Federal requirements

- Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.
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- process review(s) for auditing claims data to ensure compliance of a participant's treatment and service plan in conjunction with their prior authorization

Source

- Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits
- Internal claims analysis

## Operations Measures

Medical/Surgical

- Review of Claims Activity per formulary design
- Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers

Mental Health/Substance Use Disorder

- Clinical Criteria applied based on FDA labeling and requirements and Official

during reviews

- Utilization trends
- clinical criteria applied based on FDA labeling and requirements
- official compendium internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization
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- Utilization trends