

Benefits Concurrent Review

Benefit	Med/Surg				
	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Services (Medical/Surgical)	X				
Home Health Care		X			
Therapy - occupational				X	
Therapy - pathology				X	
Therapy - physical				X	
Therapy - rehabilitative (20 and under)				X	
Therapy - speech				X	

Benefit	MH/SUD				
	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Services	X				
Ambulatory detoxification			X		
Biofeedback			X		
Electroconvulsive therapy (ECT)--outpatient			X		
Evaluation and Management-Outpatient			X		
Family Therapy--outpatient			X		
Group therapy--outpatient			X		
Group therapy--outpatient			X		
Individual therapy--outpatient			X		
Individual therapy--outpatient			X		
Inpatient ASAM 4.0	X				
Inpatient Detoxification--hospital	X				
Inpatient Detoxification-IMD (Licensed Intermediate Care Facilities for Addictions in Maryland)	X				
Intensive outpatient (IOP)			X		
Intensive Outpatient (IOP)--ASAM 2.1			X		
MAT Ongoing (Evaluation and Management, including Rx)			X		
Methadone Maintenance			X		
Mobile treatment-Assertive community treatment (ACT)		X			
Mobile treatment-non-ACT		X			
Multiple family group therapy			X		
Not Applicable		X			
nursing facility - SUD services	X				
nursing facility MH services	X				
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified			X		
Opioid Treatment Program (OTP) services - including med management			X		
Partial hospitalization (PHP)			X		
Partial Hospitalization (PHP)--ASAM 2.5			X		
Psychiatric Rehabilitation Services			X		
Psychological or neuropsychological testing and evaluation			X		
Residential SUD Treatment--ASAM 3.1	X				
Residential SUD Treatment--ASAM 3.3	X				
Residential SUD Treatment--ASAM 3.5	X				
Residential SUD Treatment--ASAM 3.7	X				
Residential SUD Treatment--ASAM 3.7WM (Licensed ASAM 3.7D in Maryland)	X				
Residential Treatment Centers	X				
Special Psychiatric Hospital	X				
Targeted Case Management		X			
Therapeutic Behavioral Services			X		
Transcranial Magnetic Stimulation (TMS)			X		
Traumatic Brain Injury (TBI) Day Habilitation			X		

KEY

R - Relied on

C - Considered but not relied on

NOTE: If both R and C are present in a single cell, the first letter represents MH, the second letter represents SUD.

**Factors
Concurrent Review**

		Med/Surg				
Factor		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Clinical Guidelines MCG		R	R	R		

		MH/SUD				
Factor		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Clinical indications and/or evidence			R	R		
High levels of variation in length of stay		R	R	R		
Least restrictive appropriate level of care		R	R	R		
Least restrictive appropriate level of care		R	R	R		
Not Applicable		R	R	R		
Service type		R	R	R		
Severity or chronicity of an illness		R	R	R		
Variability in quality		R	R	R		

**Sources
Concurrent Review
Med/Surg**

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. Clinical Guidelines MCG	Clinical Guidelines MCG 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	Clinical Guidelines MCG	Clinical Guidelines MCG		

Factor	Inpatient	MH/SUD	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. Clinical indications and/or evidence	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 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 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 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 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 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 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 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 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. Least restrictive appropriate level of care	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 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 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. Not Applicable	Not Applicable	Not Applicable	Not Applicable		
6. Service type	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 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 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		
7. Severity or chronicity of an illness	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 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 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		
8. Variability in quality	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 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 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 Standards
Concurrent Review**

Factor	Inpatient	Med/Surg	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. Clinical Guidelines MCG	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.		
MH/SUD					
Factor 1. Clinical indications and/or evidence 2. High levels of variation in length of stay 3. Least restrictive appropriate level of care 4. Least restrictive appropriate level of care 5. Not Applicable 6. Service type 7. Severity or chronicity of an illness 8. Variability in quality	Inpatient Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Outpatient - Other Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Outpatient - Office Based Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Emergency Benefits	Prescription Drugs

Benefits Data Collection

		Med/Surg				
Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs	
		MH/SUD				
Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs	
Ambulatory detoxification			X			
Biofeedback			X			
Evaluation and Management-Outpatient			X			
Family Therapy--outpatient			X			
Group therapy--outpatient			X			
Group therapy--outpatient			X			
Individual therapy--outpatient			X			
Individual therapy--outpatient			X			
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)			X			
MAT Initial Intake (Evaluation and Management, Including Rx)			X			
MAT Ongoing (Evaluation and Management, including Rx)			X			
Methadone Maintenance			X			
Multiple family group therapy			X			
Not Applicable	X	X		X		
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified			X			
Opioid Treatment Program (OTP) services - including med management			X			

KEY

R - Relied on

C - Considered but not relied on

NOTE: If both R and C are present in a single cell, the first letter represents MH, the second letter represents SUD.

**Factors
Fail first requirements/step therapy**

		Med/Surg				
	Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Clinical Guidelines MCG		R	R	R		
fail first protocol						R
		MH/SUD				
	Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Fail-first protocol or requirement to try a generic, less expensive, or lower efficacy drug for a certain trial period before receiving approval for a new drug						R
fail first protocol						R
Lack of clinical efficiency of treatment or service						C
Not Applicable		R	R	R		
Safety risks						C
Service type						C
Severity or chronicity of an illness						C
Site visit requirements						C

Sources
Fail first requirements/step therapy

Factor	Med/Surg				
	Inpatient Clinical Guidelines MCG	Outpatient - Other Clinical Guidelines MCG	Outpatient - Office Based Clinical Guidelines MCG	Emergency Benefits	Prescription Drugs Formulary
1. Clinical Guidelines MCG					
2. fail first protocol					
	MH/SUD				
1. Fail-first protocol or requirement to try a generic, less expensive, or lower efficacy drug for a certain trial period before receiving approval for a new drug	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs 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 State and Federal requirements
2. fail first protocol					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 State and Federal requirements
3. Lack of clinical efficiency of treatment or service					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 State and Federal requirements
4. Not Applicable		Not Applicable			
5. Safety risks					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
6. Service type					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
7. Severity or chronicity of an illness					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
8. Site visit 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 State and Federal requirements

Evidentiary Standards
Fail first requirements/step therapy

Factor	Outpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. Clinical Guidelines MCC 2. Not first product	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Standards used by any committees of experts, and required level of qualifications of committee members.
3. Not first protocol 4. Lack of clinical efficacy of treatment or service 5. Safety risks 6. Severity or chronicity of an illness 7. Site visit requirements	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Standards used by any committees of experts, and required level of qualifications of committee members.

Operation Measures
Fail first requirements/step therapy

		Med/Surg				
	Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Formulary						X
NQTL does not apply to any services in this classification		X				
NQTL does not apply to any services in this classification			X			
NQTL does not apply to any services in this classification				X		
P&T Minutes						X
		MH/SUD				
	Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Authorization Denial Rates for MH/SUD				X		
Clinical Criteria applied based on FDA labeling and requirements and Official Compendium						X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers				X		
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria				X		
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						X
NQTL does not apply to any services in this classification		X		X		
NQTL does not apply to any services in this classification			X			
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews						X
Utilization trends						X

**Benefits
Medical necessity**

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Hospital Admissions (Medical/Surgical)	X				
Acute Care Services (Medical/Surgical)	X				
Adult dental		X	X		
Air Ambulance				X	
Amputations - inpatient	X				
Bypass surgery - inpatient	X				
Cardiac Procedures (non-emergent) - inpatient	X				
Cardiac Rehab			X		
Chemotherapy			X		
Chemotherapy - inpatient	X				
Clinic Visits			X		
Corrective Surgery - inpatient	X				
Cosmetic Surgery			X		
Dental Services			X		
Dermatology Services			X		
Diabetic Education			X		
Durable Medical Equipment (DME)		X			
Family Planning Services			X		
Genetic Testing			X		
Home Health Care		X			
Home Infusion Therapy		X			
Hospice		X			
Hysterectomies		X			
Infusion Centers		X			
Institutional Long-Term Care (LTC) Facilities/Nursing Facilities (NF)	X				
Insulin Pumps		X			
MCO administered prescription drug					X
Oral Surgery - Adults			X		
Oral Surgery - Children			X		
Orthotics and Prosthetics (DME)		X			
Outpatient Hospital (non-emergency)			X		
Outpatient Surgery, Ambulatory Surgery Centers			X		
Pain Management Services (ambulatory)		X			
Power Wheelchairs		X			
Pulmonary Rehab		X			
Remote Patient Monitoring		X			
Sterilization			X		
Therapy - evaluations			X		
Therapy - occupational			X		
Therapy - pathology			X		
Therapy - physical			X		
Therapy - rehabilitative (20 and under)			X		
Therapy - speech			X		
X-Ray / CT			X		
X-Ray / MRI			X		
X-Ray / PET			X		
X-Ray / Radiology			X		

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Services	X				
Alcohol and/or drug assessment			X		
Ambulatory detoxification			X		
Ancillary Services	X				
Ancillary Services SUD	X				
Anesthesia - inpatient	X				
Anesthesia - Outpatient			X		
Biofeedback			X		
Buprenorphine guest dosing			X		
discharge day	X				
Drug Testing		X			
Electroconvulsive therapy (ECT) - inpatient	X				
Electroconvulsive therapy (ECT) - outpatient			X		
Emergency Room - Beyond EMTALA Screening				X	
Emergency Room - Beyond EMTALA Screening				X	
Emergency Room - EMTALA Screening				X	
Emergency Room - EMTALA Screening				X	
Emergency Room - Post Stabilization Services				X	
Emergency Room - Post Stabilization Services				X	
Emergency Room - Stabilization Services				X	
Emergency Room - Stabilization Services				X	
Emergency Room - All inclusive ancillary services				X	
Emergency Room - All inclusive ancillary services				X	
Emergency Room - Clinical Laboratory				X	
Emergency Room - Clinical Laboratory				X	
Emergency Room - General Services				X	
Emergency Room - General Services				X	
Emergency Room - Medications				X	
Emergency Room - Medications				X	
emergency transportation (ambulance)				X	
emergency transportation ambulance				X	
Evaluation and Management - Outpatient			X		
Family Psycho-Educational Therapy			X		
Family therapy - inpatient	X				
Family Therapy - outpatient			X		
family therapy - SUD inpatient	X				
FFS MH Drug					X
FFS SUD Drug					X
Group therapy - inpatient	X				
Group therapy - outpatient			X		
Group therapy - outpatient			X		
Group therapy SUD inpatient	X				
Health Behavior Assessment			X		
Health Behavior Reassessment			X		
health home services for MH reasons (serious and persistent mental illness (SPMI) - services by mobile treatment services (MTS) or psychological rehabilitation programs			X		
health home services for SUD (opioid addiction) - opioid treatment program			X		
Individual Psycho-Educational Therapy			X		
Individual therapy - inpatient	X				
Individual therapy - outpatient			X		
Individual therapy - outpatient			X		
Individual therapy - SUD inpatient	X				
inpatient ASAM 4.0	X				
inpatient Detoxification - hospital	X				
inpatient Detoxification-IMD (Licensed Intermediate Care Facilities for Addictions in Maryland)	X				
Intensive outpatient (IOP)			X		
Intensive Outpatient (IOP) - ASAM 2.1			X		
Laboratory Services		X			
Laboratory Services		X			
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)			X		
MAT Initial Intake (Evaluation and Management, including Rx)			X		
MAT Ongoing (Evaluation and Management, including Rx)			X		
Mental health assessment			X		
Mental health reassessment			X		
Methadone guest dosing			X		
Methadone Maintenance			X		
Mobile treatment-Assertive community treatment (ACT)		X			
Mobile treatment-non-ACT		X			
Multiple family group therapy			X		
nursing facility - SUD services	X				
nursing facility MH services	X				
Observation Stay - 24 h				X	
Observation Stay - 24 h				X	
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified			X		
Opioid Treatment Program (OTP) services - including med management			X		
Partial hospitalization (PHP)			X		
Partial Hospitalization (PHP) - ASAM 2.5			X		
Patient Consultation	X				
Peer Support Services		X			
Peer Support Services		X			
primary mental health services (assessment, clinical evaluation, referral to ASO)			X		
primary SUD Services (assessment, clinical evaluation, referral to ASO)			X		
Psychiatric Rehabilitation Services			X		
Psychological or neuropsychological testing and evaluation			X		
Psychological or neuropsychological testing and evaluation - inpatient	X				
Residential SUD Treatment - ASAM 3.1	X				
Residential SUD Treatment - ASAM 3.3	X				
Residential SUD Treatment - ASAM 3.5	X				
Residential SUD Treatment - ASAM 3.7	X				
Residential SUD Treatment - ASAM 3.7/JWM (Licensed ASAM 3.70 in Maryland)	X				
Residential Treatment Centers	X				
SBIRT			X		
Special Psychiatric Hospital	X				
Targeted Case Management		X			
Therapeutic Behavioral Services			X		
Transcranial Magnetic Stimulation (TMS)			X		
Traumatic Brain Injury (TBI) Day Habilitation			X		

KEY

R - Relied on

C - Considered but not relied on

NOTE: If both R and C are present in a single cell, the first letter represents MH, the second letter represents SUD.

**Factors
Medical necessity
Med/Surg**

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Clinical Guidelines MCG	R	R	R		
fail first protocol					R
Not Applicable				R	

MH/SUD

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
clinical appropriateness/medical necessity					R
fiscal responsibility/cost effectiveness					R
High levels of variation in length of stay	R	R	R		
Lack of clinical efficiency of treatment or service					R
Least restrictive appropriate level of care	R		R		
Least restrictive appropriate level of care		R			
medication status on preferred drug list (PDL) as determined by the Preferred Drug Program via recommendations by the P&T Committee					R
Medication status on Preferred Drug List (PDL) as determined by the Preferred Drug Program via recommendations by the Pharmacy & Therapeutics (P&T) Committee					R
Not Applicable		R		R	
Service type	R	R	R		
Severity or chronicity of an illness	R	R	R		
Variability in quality	R	R	R		

**Evidentiary Standards
Medical necessity**

Factor	Inpatient	Outpatient - Other	Outpatient - Office based	Emergency Benefits
1. Clinical Guidelines MCG 2. Not Drug protocol 3. Not Applicable	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	Prescription Drugs Standards used by any committee of experts, and required level of qualifications of committee members. Not Applicable
1. Clinical appropriateness/medical necessity	Inpatient	Outpatient - Other	Outpatient - Office based	Emergency Benefits Prescription Drugs
2. Rural responsibility/clinical effectiveness	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	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 AHA treatment guidelines. Process necessary for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization. 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 AHA treatment guidelines. Data monitoring information & OHCA/Concordance. Process necessary for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization.
3. High levels of variation in length of stay 4. Lower restrictive appropriate level of care 5. Care restrictive appropriate level of care	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	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 AHA treatment guidelines. Data monitoring information & OHCA/Concordance.
7. Not Applicable 8. Service type 9. Severity of chronicity of an illness 10. Variability in quality	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or AHA treatment guidelines.	

**Operation Measures
Medical necessity**

	Med/Surg					
	Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers						X
NQTL does not apply to any services in this classification					X	
PA Criteria		X	X	X		X
Prior authorization statistics						X
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews						X
	MH/SUD					
	Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Authorization Denial Rates for MH/SUD		X	X	X		
Clinical Criteria applied based on FDA labeling and requirements and Official Compendium						X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers		X	X	X		
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria		X	X	X		
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						X
NQTL does not apply to any services in this classification					X	
NQTL does not apply to any services in this classification					X	
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews						X
Utilization trends						X

**Benefits
Outlier Management**

Med/Surg

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acupuncture & Biofeedback Service			X		
Acute Care Hospital Admissions (Medical/Surgical)	X				
Audiology Services			X		
Cardiac Rehab			X		
Chemotherapy			X		
Chemotherapy--inpatient	X				
Chiropractic Services			X		
Clinic Visits			X		
Cosmetic Surgery			X		
Dialysis--Inpatient	X				
Durable Medical Equipment (DME)		X			
Genetic Testing			X		
Observation			X		
Outpatient Hospital (non-emergency)			X		
Outpatient Surgery; Ambulatory Surgery Centers			X		
Pain Management Services (ambulatory)			X		
Power Wheelchairs		X			
Pulmonary Rehab			X		
Sterilization			X		
Therapy - evaluations			X		
Therapy - occupational			X		
Therapy - pathology			X		
Therapy - physical			X		
Therapy - rehabilitative (20 and under)			X		
Therapy - speech			X		
X-Ray / CT			X		
X-Ray / MRI			X		
X-Ray / PET			X		
X-Ray / Radiology			X		

MH/SUD

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Services	X				
Alcohol and/or drug assessment			X		
Ambulatory detoxification			X		
Biofeedback			X		
Drug Testing		X			
Electroconvulsive therapy (ECT)--outpatient			X		
Evaluation and Management-Outpatient			X		
Family Psycho-Educational Therapy			X		
Family Therapy--outpatient			X		
Group therapy--outpatient			X		
Group therapy--outpatient			X		
Group therapy--outpatient			X		
Health Behavior Assessment			X		
Health Behavior Reassessment			X		
Individual Psycho-Educational Therapy			X		
Individual therapy--outpatient			X		
Individual therapy--outpatient			X		
Inpatient ASAM 4.0	X				
Inpatient Detoxification--hospital	X				
Inpatient Detoxification-IMD (Licensed Intermediate Care Facilities for Addictions in Maryland)	X				
Intensive outpatient (IOP)			X		
Intensive Outpatient (IOP)--ASAM 2.1			X		
Laboratory Services		X			
Laboratory Services		X			
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)			X		
MAT Initial Intake (Evaluation and Management, including Rx)			X		
MAT Ongoing (Evaluation and Management, including Rx)			X		
Mental health assessment			X		
Mental health reassessment			X		
Mobile treatment-Assertive community treatment (ACT)		X			
Mobile treatment-non-ACT		X			
Multiple family group therapy			X		
nursing facility - SUD services	X				
nursing facility MH services	X				
Opioid Treatment Program (OTP) services - including med management			X		
Partial hospitalization (PHP)			X		
Partial Hospitalization (PHP)--ASAM 2.5			X		
Psychiatric Rehabilitation Services			X		
Psychological or neuropsychological testing and evaluation			X		
Residential SUD Treatment--ASAM 3.1	X				
Residential SUD Treatment--ASAM 3.3	X				
Residential SUD Treatment--ASAM 3.5	X				
Residential SUD Treatment--ASAM 3.7	X				
Residential SUD Treatment--ASAM 3.7WM (Licensed ASAM 3.7D in Maryland)	X				
Residential Treatment Centers	X				
Special Psychiatric Hospital	X				
Targeted Case Management		X			
Therapeutic Behavioral Services			X		
Transcranial Magnetic Stimulation (TMS)			X		
Traumatic Brain Injury (TBI) Day Habilitation			X		

KEY

R - Relied on

C - Considered but not relied on

NOTE: If both R and C are present in a single cell, the first letter represents MH, the second letter represents SUD.

**Factors
Outlier Management
Med/Surg**

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Clinical Guidelines MCG	R	R	R		

MH/SUD

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Excessive utilization	R	R	R		
High levels of variation in length of stay	R	R	R		
Least restrictive appropriate level of care	R	R	R		
Not Applicable	R	R	R		
Service type	R	R	R		
Severity or chronicity of an illness	R	R	R		
Variability in quality	R	R	R		

**Evidentiary Standards
Outlier Management**

Factor	Inpatient	Outpatient - Other <u>Med/Surg</u>	Outpatient - Office Based	Emergency Benefits Prescription Drugs
1. Clinical Guidelines MCG	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCG clinical criteria.	
MH/SUD				
Factor 1. Excessive utilization 2. High levels of variation in length of stay 3. Least restrictive appropriate level of care 4. Not Applicable 5. Service type 6. Severity or chronicity of an illness 7. Variability in quality	Inpatient 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. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Outpatient - Other 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. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Outpatient - Office Based 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. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. 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.	Emergency Benefits Prescription Drugs

**Operation Measures
Outlier Management**

Med/Surg

Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
NQTL does not apply to any services in this classification			X		
Outlier Management Data		X			
PA Criteria	X	X			
Utilization trends	X				

MH/SUD

Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Authorization Denial Rates for MH/SUD	X				
Authorization Denial Rates for MH/SUD	X				
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers	X				
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria	X				
Outlier Management Data	X				
Outlier Management Data		X			
Outlier Management Data			X		

Benefits
Prior Authorization/Pre-Authorization

	Med/Surg					
Benefit		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Cosmetic Surgery				X		
MCO administered prescription drug						X
Not Applicable		X	X			
Outpatient Surgery; Ambulatory Surgery Centers				X		
Pain Management Services (ambulatory)				X		
Therapy - occupational				X		
Therapy - pathology				X		
Therapy - physical				X		
Therapy - speech				X		

	MH/SUD					
Benefit		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Services		X				
Ambulatory detoxification				X		
Biofeedback				X		
Electroconvulsive therapy (ECT)--outpatient				X		
Evaluation and Management-Outpatient				X		
Family Therapy--outpatient				X		
FFS MH Drug						X
FFS SUD Drug						X
Group therapy--outpatient				X		
Group therapy--outpatient				X		
Individual therapy--outpatient				X		
Individual therapy--outpatient				X		
Inpatient ASAM 4.0		X				
Inpatient Detoxification--hospital		X				
Inpatient Detoxification-IMD (Licensed Intermediate Care Facilities for Addictions in Maryland)		X				
Intensive outpatient (IOP)				X		
Intensive Outpatient (IOP)--ASAM 2.1				X		
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)				X		
MAT Initial Intake (Evaluation and Management, Including Rx)				X		
MAT Ongoing (Evaluation and Management, including Rx)				X		
Methadone Maintenance				X		
Mobile treatment-Assertive community treatment (ACT)			X			
Mobile treatment-non-ACT			X			
Multiple family group therapy				X		
Not Applicable			X			
nursing facility - SUD services		X				
nursing facility MH services		X				
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified				X		
Opioid Treatment Program (OTP) services - including med management				X		
Partial hospitalization (PHP)				X		
Partial Hospitalization (PHP)--ASAM 2.5				X		
Psychiatric Rehabilitation Services				X		
Psychological or neuropsychological testing and evaluation				X		
Residential SUD Treatment--ASAM 3.1		X				
Residential SUD Treatment--ASAM 3.3		X				
Residential SUD Treatment--ASAM 3.5		X				
Residential SUD Treatment--ASAM 3.7		X				
Residential SUD Treatment--ASAM 3.7WM (Licensed ASAM 3.7D in Maryland)		X				
Residential Treatment Centers		X				
Special Psychiatric Hospital		X				
Targeted Case Management			X			
Therapeutic Behavioral Services				X		
Transcranial Magnetic Stimulation (TMS)				X		
Traumatic Brain Injury (TBI) Day Habilitation				X		

KEY

R - Relied on
 C - Considered but not relied on
 NOTE: If both R and C are present in a single cell, the first letter represents MH, the second letter represents SUD.

**Factors
 Prior Authorization/Pre-Authorization**

	Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Clinical Guidelines MCG		R	R	R		
fail first protocol						R

	Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
An approval required from the Department or its designee before a drug is dispensed						R
clinical appropriateness/medical necessity						R
Fail-first protocol or requirement to try a generic, less expensive, or lower efficacy drug for a certain trial period before receiving approval for a new drug						R
High levels of variation in length of stay			R	R		
Internal auditing for treatment compliance via concurrent review of treatment plans and medical documentation						C
Lack of clinical efficiency of treatment or service						C
Least restrictive appropriate level of care		R				
Least restrictive appropriate level of care			R	R		
Licensure, certification, accreditation and/or experience requirements for providers to join provider network						C
Medication status on Preferred Drug List (PDL) as determined by the Preferred Drug Program via recommendations by the Pharmacy & Therapeutics (P&T) Committee						C
Not Applicable		R	R	R		
Service type			R	R		
Severity or chronicity of an illness		R	R	R		C
Variability in quality			R	R		

**Sources
Prior Authorization/Pre-Authorization
History**

Factor	Exception	Exception	Exception	Exception	Emergency Benefits
1. Clinical evidence MTC 2. Not first product	Exception - Other Clinical Evidence MTC	Exception - Other Clinical Evidence MTC	Exception - Other Based Clinical Evidence MTC	Exception - Other Based Clinical Evidence MTC	Prescription Drug Formulary
1. An approval required from the Department or its designee before a drug is dispensed	Exception	Exception - Other	Exception - Other Based MCO/DB	Exception - Other Based	Emergency Benefits Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
2. Clinical appropriateness/medical necessity					Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
3. Half-life protocol or requirement to try a generic, less expensive, or lower efficacy drug for a certain trial period before requesting approval for a new drug					Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
4. High levels of variation in length of stay 5. Limited ability to transport/transfer via concurrent review of treatment plans and medical documentation 6. Lack of clinical efficiency of treatment or service		Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits			Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
7. Least restrictive appropriate level of care 8. Least restrictive appropriate level of care	Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits				Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
9. Licensure, certification, accreditation and/or experience requirements for providers to join provider network		Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits			Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
10. Medication status on Preferred Drug List (PDL) as determined by the Preferred Drug Program via recommendations by the Pharmacy & Therapeutics (P&T) Committee					Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
11. Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
12. Service type	Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits				Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
13. Specialty or class/rate		Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits			Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements
14. Variability in quality		Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits			Prescription Drug Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Requested drug analysis State and Federal requirements Exception standards, including any published standards as well as internal plan or issuer standards, related upon to define the factors triggering the application of an NQEL to benefits Internal claims analysis State and Federal requirements

**Evidentiary Standards
Prior Authorization/Pre-Authorization
Medication**

Factor	Requirement	Disposition: Other	Disposition: Office Based	Emergency Benefits	Prescription Drugs
1. Clinical Guidelines/MCC 2. Not first product	Inpatient Accreditation standards for quality assurance. Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria. State regulatory standards for health plan network adequacy.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.	Compliance with professionally recognized evidence based clinical guidelines used to define clinically appropriate standards of care such as MCC clinical criteria.		Standards used by any committee of experts, and required level of qualifications of committee members.
Factor 1. An approval required from the Department or its designee before a drug is dispensed 2. Clinical appropriateness/benefit of necessity 3. Not first product or requirement to try a generic, less expensive, or lower efficacy drug for a certain trial period before requesting approval for a new drug 4. High levels of variation in length of stay 5. Internal auditing for treatment compliance via concurrent review of treatment plans and medical documentation 6. Lack of clinical efficiency of treatment or services 7. Least restrictive appropriate level of care 8. Least restrictive appropriate level of care 9. Licensure, certification, accreditation and/or experience requirements for providers to join provider network 10. Medication status on Preferred Drug List (PDL) as determined by the Preferred Drug Program via recommendations by the Pharmacy & Therapeutics (P&T) Committee 11. Not Applicable 12. Severity type 13. Severity or chronicity of an illness 14. Variability in quality	Inpatient	MINOR	Disposition: Office Based	Emergency Benefits	Prescription Drugs 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 AHA treatment guidelines. FDA Prescribing Information & Official Consensus 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 AHA treatment guidelines. FDA Prescribing Information Process reviewed for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization 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 AHA treatment guidelines. FDA Prescribing Information & Official Consensus Process reviewed for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization 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 AHA treatment guidelines. FDA Prescribing Information & Official Consensus Process reviewed for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization 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 AHA treatment guidelines. FDA Prescribing Information & Official Consensus Process reviewed for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization 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 AHA treatment guidelines. FDA Prescribing Information & Official Consensus

**Operation Measures
Prior Authorization/Pre-Authorization**

		Med/Surg				
	Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Dollar spend trends						X
Formulary						X
PA Criteria		X	X	X		X
Policies & Procedures						X
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews						X
Utilization trends						X
		MH/SUD				
	Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Authorization Denial Rates for MH/SUD		X	X	X		
Clinical Criteria applied based on FDA labeling and requirements and Official Compendium						X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers		X	X	X		
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria		X	X	X		
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						X
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews						X
Utilization trends						X

Benefits Service limitations

		Med/Surg				
Benefit		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Diabetic Supplies			X			
Hearing Tests, Aids & Devices			X			
Not Applicable		X		X		
		MH/SUD				
Benefit		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Alcohol and/or drug assessment				X		
Ambulatory detoxification				X		
Biofeedback				X		
Evaluation and Management-Outpatient				X		
Family Psycho-Educational Therapy				X		
Family Therapy--outpatient				X		
Group therapy--outpatient				X		
Group therapy--outpatient				X		
Health Behavior Assessment				X		
Health Behavior Reassessment				X		
Individual therapy--outpatient				X		
Individual therapy--outpatient				X		
Intensive outpatient (IOP)				X		
Intensive Outpatient (IOP)--ASAM 2.1				X		
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)				X		
MAT Initial Intake (Evaluation and Management, Including Rx)				X		
MAT Ongoing (Evaluation and Management, including Rx)				X		
Mental health assessment				X		
Mental health reassessment				X		
Methadone Maintenance				X		
Mobile treatment-Assertive community treatment (ACT)			X			
Mobile treatment-non-ACT			X			
Multiple family group therapy				X		
Not Applicable		X	X			
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified				X		
Opioid Treatment Program (OTP) services - including med management				X		
Partial hospitalization (PHP)				X		
Partial Hospitalization (PHP)--ASAM 2.5				X		
Psychiatric Rehabilitation Services				X		
Psychological or neuropsychological testing and evaluation				X		
Targeted Case Management			X			
Therapeutic Behavioral Services				X		

**Evidentiary Standards
tiered drug formulary**

Med/Surg					
Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. fail first protocol					Standards used by any committees of experts, and required level of qualifications of committee members.
MH/SUD					
Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. clinical appropriateness/medical necessity					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 participant's treatment and service plan in conjunction with their prior authorization
2. fiscal responsibility/cost effectiveness					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 participant's treatment and service plan in conjunction with their prior authorization
3. Medication status on Preferred Drug List (PDL) as determined by the Preferred Drug Program via recommendations by the Pharmacy & Therapeutics (P&T) Committee					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