

## PROCEDURE

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**Series:** Operating Procedures COA: FIN 1, 2, 7.03, 7.04, RPM 2, 2.01, 2.03, 5, 9, 10, ASE 6.02, CM 5 CFOP:

**Procedure Name:** Utilization Management System  
**Procedure Number:** OP BC 1003  
**Reviewed Date:** 03/05/2021, 02/15/2023  
**Revision #/Date:** 11/08/2012, 2/6/2017  
**Effective Date:** 02/20/2009

**Applicable to:** Brevard C.A.R.E.S. Inc.

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**SUBJECT:** Utilization Management System

**PURPOSE:** Brevard C.A.R.E.S. implemented a utilization management system to track service authorizations, and services rendered, to ensure the availability of funding and continuity of service delivery for consumers served. Brevard C.A.R.E.S utilization management system ensures funds are tracked effectively and efficiently and services procured are provided. The utilization management system serves as an internal control for the service delivery system and a real time tracking system for service expenditures.

**PROCEDURE:**

### References

Brevard C.A.R.E.S. GOV BC 1007 Internal Control and GOV BC 1008 Signature Authority

BFP Policies/Procedures: GOV202, GOV203, CG301, CG302, AP415, PM715, PR901, PR902

### Overview of Referral, Authorization, and Invoice Process

The Coordinator plays an integral role in ensuring the appropriate funding streams are accessed and utilized efficiently and effectively. The Coordinator, Brevard Family Partnership accounting department, and Senior Manager/Supervisor, along with the Director of Clinical Services, Director of Prevention and Diversion and the Executive Director, work closely together to ensure funding streams are maximized. Coordinators provide the initial service authorizations.

1. After a service has been authorized, the Coordinator will enter the authorization into the Utilization Management System.
2. Each service authorization is identified by a unique authorization number. The authorization number is derived from the number assigned to the Coordinator, the number assigned to the provider and the next numeric number in series for the specified Coordinator.

3. The Coordinator or designee will enter the authorization in the Provider Services Authorization Management (PSAM) system including the service request referral to the provider to ensure the provider receives an authorization number, the number of units authorized per week, and number of weeks the service is authorized. Service authorizations are provided for up to a maximum of twelve weeks. The provider receives the referral through the PSAM system and immediately contracts the family.
4. The Program Manager/Supervisor concurs with the assigned Coordinator to review the units utilized. The provider is required to enter progress notes on each date reflected in the billing statements as units utilized to demonstrate service delivery to family.
5. Each Tuesday by 12pm, the provider must complete all session progress notes in the automated UM system. Weekly, the provider is required to send a list of actual units utilized to the Brevard Family Partnership (BFP) Utilization Management (UM) Manager and Data Management, or designee. The weekly list is reviewed and reconciled by the Brevard C.A.R.E.S. Senior Manager or Supervisor.
6. The BFP UM Manager will then be responsible for removing all unused weekly units from the UM System to ensure all available funds for services remain accessible to meet the needs of clients throughout the fiscal year.
7. The BFP UM Manager enters in the UM system the number of units actualized for each family per provider for the previous week.
8. At the end of each month, the provider will run an invoice out of the automated UM system, print the invoice, sign, and date the invoice, and submit it for payment by the 10th of each month.
9. The invoices will be submitted to the BFP UM Manager who will complete an audit of the UM System to ensure all progress notes have been completed or that assessments such as psychological assessments have been received.
10. Upon completion of this audit, the BFP UM Manager and/or designated staff will sign the invoices as the signatory approval staff for BFP and Brevard C.A.R.E.S.
11. If the invoice or any part of the invoice is not to be paid, the BFP finance staff will write a memo notifying the provider of the portion of the invoice that will not be paid and why. This memo will be included with the check and invoice that is paid.
12. If the Care Coordinator or designee notices a discrepancy between what was authorized and the information submitted by the provider, the Care Coordinator or designee will contact the provider to resolve the discrepancy.

**Functions of the Brevard C.A.R.E.S., Inc. Program Manager or designee:**

1. The appropriate Brevard C.A.R.E.S. Supervisor or designee approves all invoices prior to payment to the service provider.

2. If the BFP Finance staff cannot verify the invoice with the PSAM system then a copy of the invoice will be provided to the appropriate Brevard C.A.R.E.S Supervisor or designee;
3. The Supervisor or designee will investigate whether the data was correctly entered in the system, services were authorized, or if the authorization was not entered in the system.
4. If the data can be reconciled and the Supervisor or designee agrees the provider should be paid then finance will be notified to pay the invoice.
5. If the Supervisor finds there was no valid reason to pay the invoice, or the provider rendered services without authorization then this will be discussed with the Brevard C.A.R.E.S. Director of Prevention and Diversion who will make the final decision. The BFP Finance Staff will be notified of the final decision of whether the invoice should or should not be paid.

Quarterly, the authorization and actualization data for services will be compiled for analysis of trends in overall percentage of actualization for the system as a whole and by provider. This information is provided by the BFP UM Manager and Data Management.

### **Functions of BFP Director of Contracts and Compliance**

The BFP UM Manager provides all contract rates for inclusion in the automated UM system.

### **Complaints**

Any complaints about payment adjustments due to lack of authorization will be first communicated to the respective Coordinator and Program Manager. If a resolution cannot be reached, the complaint will be escalated to the Brevard C.A.R.E.S. Executive Director for resolution.

### **Process Review**

For ongoing review, any Brevard C.A.R.E.S. staff member that identifies a gap or potential improvement in the process must communicate such in writing to the Brevard C.A.R.E.S. Executive Director or designee for review and potential process modification.

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



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PHILIP J. SCARPELLI  
President and Chief Executive Officer  
Brevard Family Partnership / Family of Agencies

APPROVAL DATE: 9/28/2023