

# Qualis Health Utilization Review Program for WSIA Members

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Advancing Healthcare  
Improving Health

# Qualis Health Team

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# Agenda

- Overview of Qualis Health
- Legislation (SSB) 5801
- History with Labor & Industries
- Utilization Review Services
- Case Study
- UR Program for WSIA Members
- Questions/Next Steps

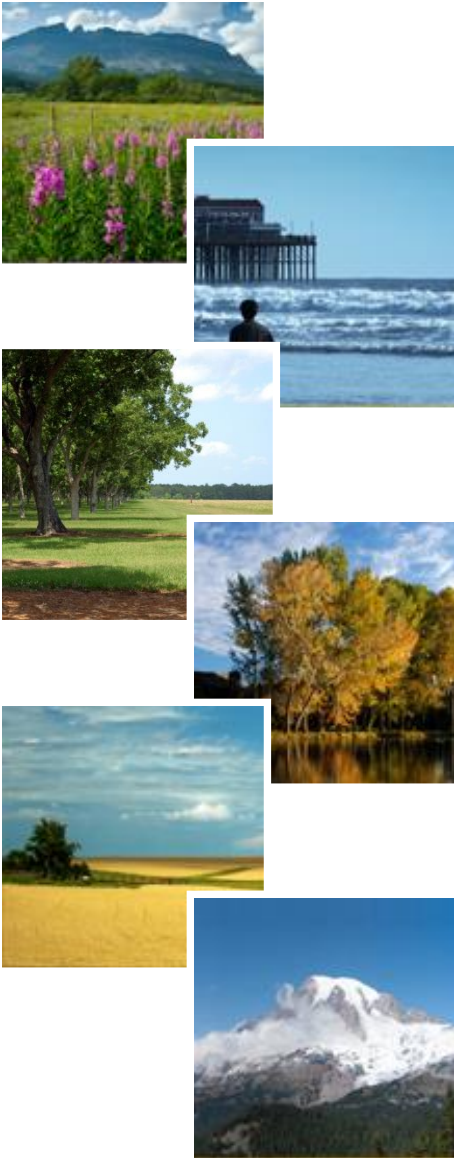




One of the nation's leading population health management and healthcare consulting organizations, partnering with our clients across the country to improve care for millions of Americans every day.

# Qualis Health

- A private nonprofit organization
- Headquartered in Seattle, WA
- Six regional offices (Alabama, Alaska, California, District of Columbia, Idaho and New Mexico)
- Our products and services directly influence care delivered to over 12 million people



# Our Population

## Health Management Services



### Care Management

- Utilization Management
- Case Management

### Healthcare Consulting

- Quality Improvement and Safety
- Practice Transformation
- Health Information Technology



# Our Population Health Management Services



## Care Management

- Utilization Management
- Case Management

## Healthcare Consulting

- Quality Improvement and Safety
- Practice Transformation
- Health Information Technology



# Legislation (SSB) 5801

- Substitute Senate Bill (SSB) 5801,
- Establishes a Medical Provider Network (MPN) and expands the Centers of Occupational Health and Educational (COHEs)
- Part of historic workers' compensation reform legislation passed by the Washington Legislature and signed by Governor Gregoire in 2011
- These changes will reduce disability and provide higher quality medical care for injured workers.





# Legislation

- SSB 5801
  - The WA State Department of Labor & Industries shall work with self-insurers and the department utilization provider [Qualis Health] to implement utilization review for the self-insured community to ensure consistent quality, cost-effective care for all injured workers and employers, and to reduce administrative burden for providers.



# History with L&I

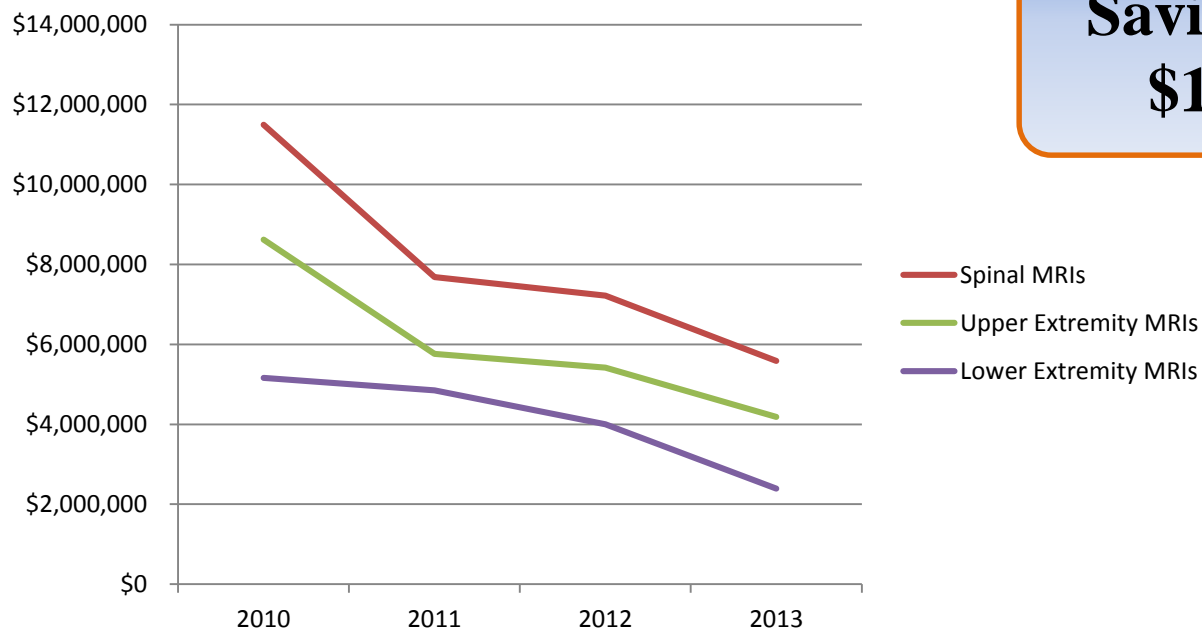
Qualis Health has been working with L&I since 2002

- Review all inpatient admissions and select outpatient procedures
- Ensure medical care for occupationally injured and ill workers is of highest quality



# Outcomes with L&I

- Dramatic reduction in advanced imaging costs over a four-year period

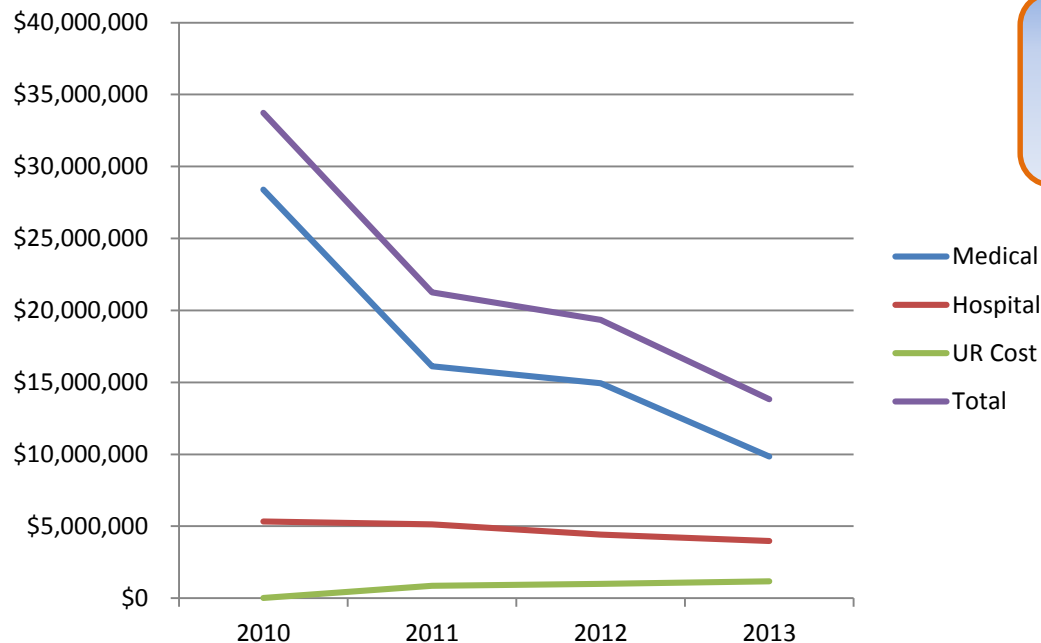


**Savings of  
\$13M**



# Outcomes with L&I

- Cost reductions for select procedures over a four-year period



**Savings of  
\$19+M**



# What is Utilization Review (UR)

- Compares requests for medical services (“utilization”) to treatment guidelines deemed appropriate for such services.
- Includes a recommendation based on that comparison.

Qualis Health reviews are

- Objective
- Independent
- Consistent

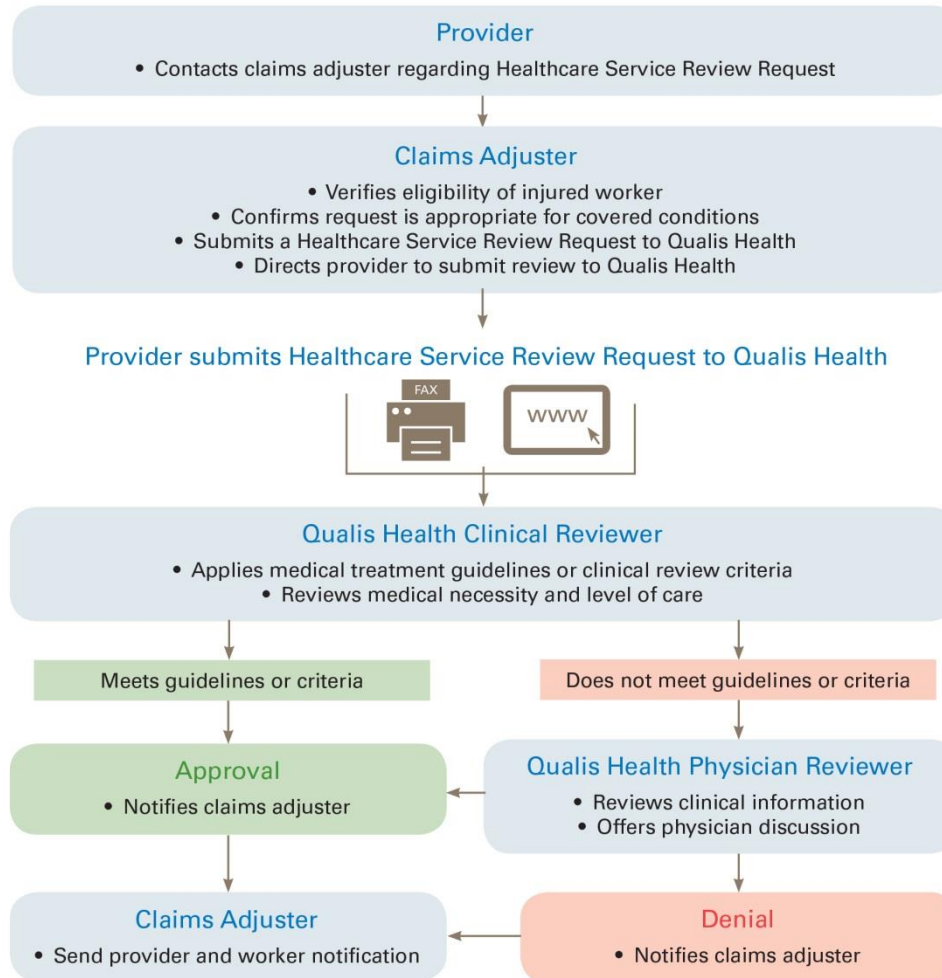


# Common Service Components

- Review for medical/surgical necessity
- Evaluate appropriate level of care and length of stay
- Provide written notifications of decisions
- Refer coverage and eligibility issues to the claims administrator
- Participate in appeals process for non-certifications



# Utilization Review Process



# Case Study

- 32 year old male with right shoulder injury
- Date of Injury: August, 2015
- Mechanism of Injury: Repetitive Lifting of Delivery Truck Door x 3 years
- Requested Surgery: December, 2015 - Right shoulder debridement, SAD and DCE





# Qualis Health UR Program

## Service Categories

### SERVICE CATEGORIES REQUIRING REVIEW

Please Check One or More of the Following Options

<input type="checkbox"/>	Inpatient Admissions
<input type="checkbox"/>	Select outpatient surgical procedures
<input type="checkbox"/>	Outpatient physical therapy, Occupational therapy, Work conditioning
<input type="checkbox"/>	Chiropractic therapy
<input type="checkbox"/>	Massage therapy
<input type="checkbox"/>	Advanced imaging (selected MRI and CT scan of the brain)
<input type="checkbox"/>	Spinal injection procedures
<input type="checkbox"/>	Re-Review



# Next steps

- Questions?
- Feedback?

For information on the UR Services Agreement contact:

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