

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance**



Office of the Senior Deputy Director

Transmittal No. 14-09

TO: District of Columbia Medicaid Providers

FROM: Linda Elam, Ph.D., M.P.H. 
Senior Deputy Director & State Medicaid Director

DATE: DEC 12 2013

SUBJECT: New Quality Improvement Organization for the District of Columbia

The District of Columbia Department of Health Care Finance (DHCF) has contracted with Qualis Health (Qualis) to serve as the Quality Improvement Organization (QIO) responsible for conducting utilization reviews and quality improvement activities for the District's fee-for-service (FFS) Medicaid program. As the QIO, Qualis will assist DHCF in improving safeguards against unnecessary and/or inappropriate care through prospective, concurrent, and retrospective reviews of medical services provided to District of Columbia Medicaid FFS recipients. This contract also provides for the review of hospital and nursing facility services provided to DC Medicaid recipients in the District and surrounding areas.

A. Utilization Review Overview

Qualis will conduct the following review activities:

1. Prior-Authorization Reviews

- a. Acute Care Hospitals
- b. Gastric Bypass Surgery
- c. Outpatient Medical and Surgical Procedures
- d. Personal Care Aide (PCA) (re-certifications only)
- e. Hearing Aids
- f. Eyewear and Contact Lenses
- g. Dental and Orthodontia Service
- h. Durable Medical Equipment

- i. Out-of-State Nursing Home Placement
- j. Intellectual and Developmental Disabilities Waiver
- k. Hospice Services

2. Pre-Admission Reviews

- a. Specialty Hospital of Washington (Capitol Hill & Hadley)
- b. National Rehabilitation Hospital (or other rehabilitation hospital)
- c. Hospital for Sick Children (or other specialty hospital)
- d. Psychiatric Institute of Washington

3. Emergency Admission Reviews

- a. Acute Care Hospitals
- b. Acute Care Hospitals Bordering Counties

4. Continued Stay Reviews

- a. Specialty Hospital of Washington (Capitol Hill & Hadley)
- b. National Rehabilitation Hospital (or other rehabilitation hospital)
- c. Hospital for Sick Children (or other specialty hospital for special needs)
- d. Non-DRG Acute Care Hospitals
- e. Psychiatric Hospital of Washington

5. Retrospective Reviews

- a. Subsequent Eligibility Admissions

6. Long Term Reviews

- a. Level of Care Determinations (All)
- b. Nursing Home Continued Stay Reviews
- c. Elderly and Persons with Physical Disabilities (EPD) Waiver Level of Care

B. Medical Review Screening Criteria

1. Qualis will use nationally accepted utilization review criteria (Interqual) to conduct initial screening to determine medical necessity and to assess whether reasonable services were provided at the appropriate level of care for the following providers:

- a. Acute Care Hospitals,
- b. Specialty Hospitals,
- c. Rehabilitation Hospitals, and
- d. Acute Psychiatric Inpatient Hospitals

2. Qualis will utilize the DHCF developed criteria for Level of Care determinations, and admission and continued stay of Medicaid recipients in Long Term Care facilities.

C. Educational and Communication Activities

Over the next two months, Qualis will communicate with all providers on the transition process. Qualis will identify the review process and procedures for all review activities, and define the provider's duties and responsibilities. Qualis will develop a provider website to house all documents related to the review process, including a Provider Manual, Policies and Procedures, and QIO contact information.

Qualis will schedule multiple orientation meetings with the various provider groups to provide more detailed information regarding communication, review procedures, medical review criteria, and the QIO's web-based review process. Providers will also have an opportunity to ask questions and discuss any concerns.

Qualis will be fully functional to perform all review types on **February 1, 2014**.

If you have any questions regarding this information, please contact **Cavella Bishop**, Office of Clinicians, Pharmacy, and Acute Provider Service at (202)724-8936 or cavella.bishop@dc.gov.