

## Utilization Management



### The Perfect Partner

**Experienced Experts.  
Exceptional Service. Superior Results.**

With over 50 years of managed care experience, we at MP CareSolutions understand that Utilization Management (UM) is a difficult balancing act between patient care, medical costs, and regulatory requirements. More importantly, we have mastered the “how to”. With timeliness, compliance, and efficiency at the forefront, we blend our knowledge with an understanding of your needs to develop and execute UM programs that are just right for your organization.

**Let our Expertise Drive Your Success.**



Since 2015

## A Comprehensive Approach to Utilization Management

Medical care is increasingly complicated. The explosion of technology and home-based services along with consumer-directed information has created new, difficult to manage treatment requests that can increase costs and compromise care. Our experienced clinical review staff expertly handle new UM challenges, as well as the more traditional requests.

### The Fundamentals

MP CareSolutions services Medicaid, Medicare, Accountable Care Organizations, special-needs plans, Patient-Centered Medical Homes, and other models of care delivery.

Our team reviews pre-service, concurrent, and post-service determinations in all service categories including medical, mental health, chemical dependency, and personal care. Our process starts with implementing standardized procedures that ensure regulatory compliance, but we don't stop there.

### The MP CareSolutions Difference

- ◇ Bring extensive experience supporting large health plans and have the unique benefit of having operated a health plan
- ◇ Consistently use national, best-practice, evidence-based criteria for approval or denial of services
- ◇ Highly collaborative with clients and providers to ensure the best care while protecting resources
- ◇ Skillfully analyze utilization and cost data to improve processes and contain costs
- ◇ Proactively identify complex cases for care coordination and develop custom, cost effective care plans
- ◇ Leverage our NCQA Accreditation and Utilization Review Agent designation to benefit the patient and our customers

### Our Success is Your Success!

Our customers experience exceptional service and results. The evidence speaks for itself.



100% Compliant with State Department of Health Regulations with No Audit Findings or Citations

100% Inter-Rater Reliability Score

100%



100% Customer Satisfaction Consistently Meeting All Established Service Level Agreements



Physician Satisfaction is Consistently 95% or Higher

RN Chart Audit Scores at 99% or Greater using InterQual Criteria



### More About Monroe Plan

With over five decades of managed care experience, health care organizations of all sizes can rely on us to drive better outcomes, lower cost, and higher quality for their toughest, highest cost, hardest to reach populations. In addition to the health care services offered through our subsidiary, MP CareSolutions, Monroe Plan operates an established IPA and a highly regarded care management agency. To learn more, visit [www.monroeplan.com](http://www.monroeplan.com) or [www.mpcaresolutions.com](http://www.mpcaresolutions.com).