



Practicing Medicine in the Era of Health Reform

Session 12

Utilization Management

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Tufts Health Care Institute

Utilization Management

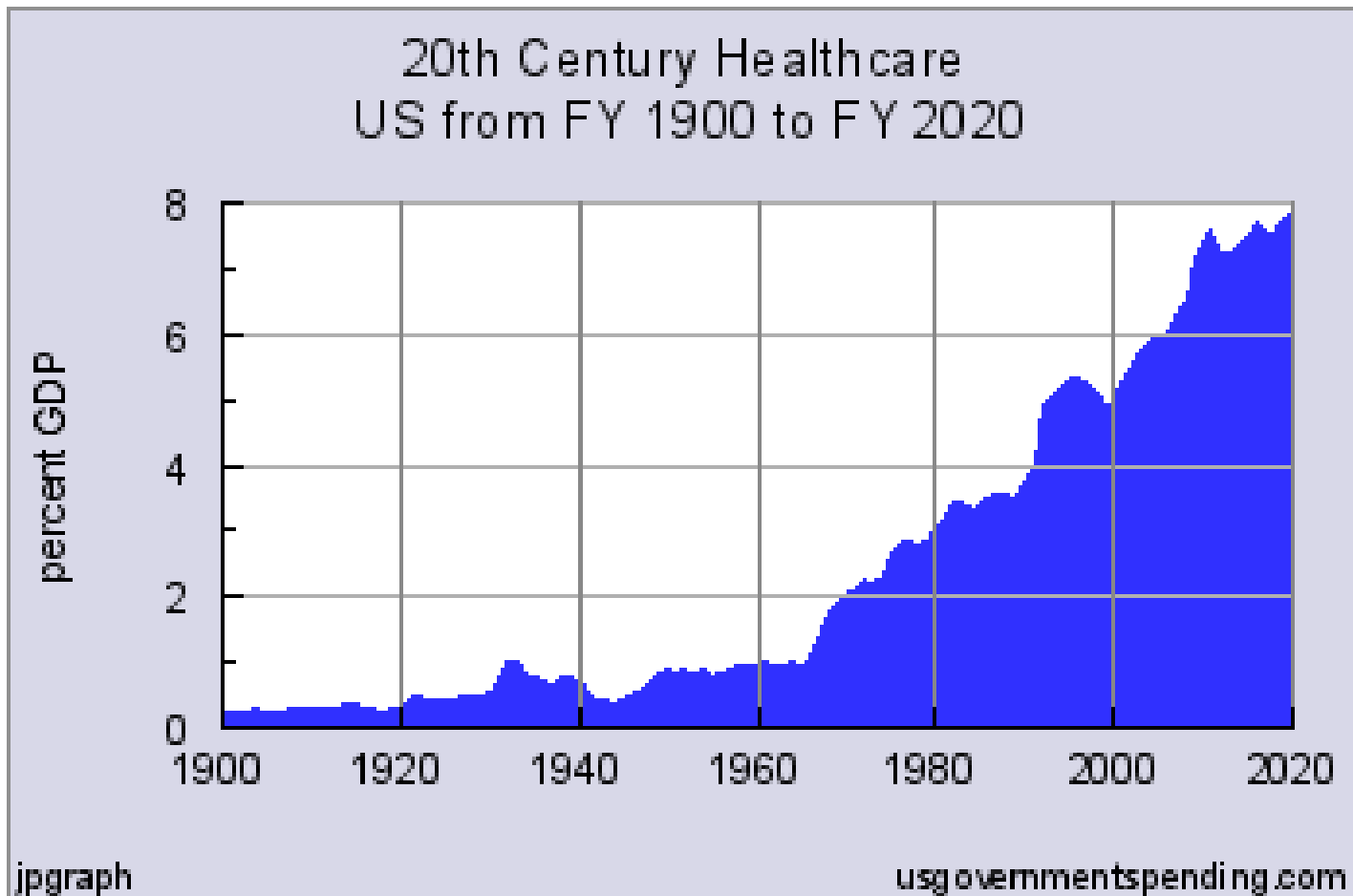
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What exactly is “Utilization Management”?

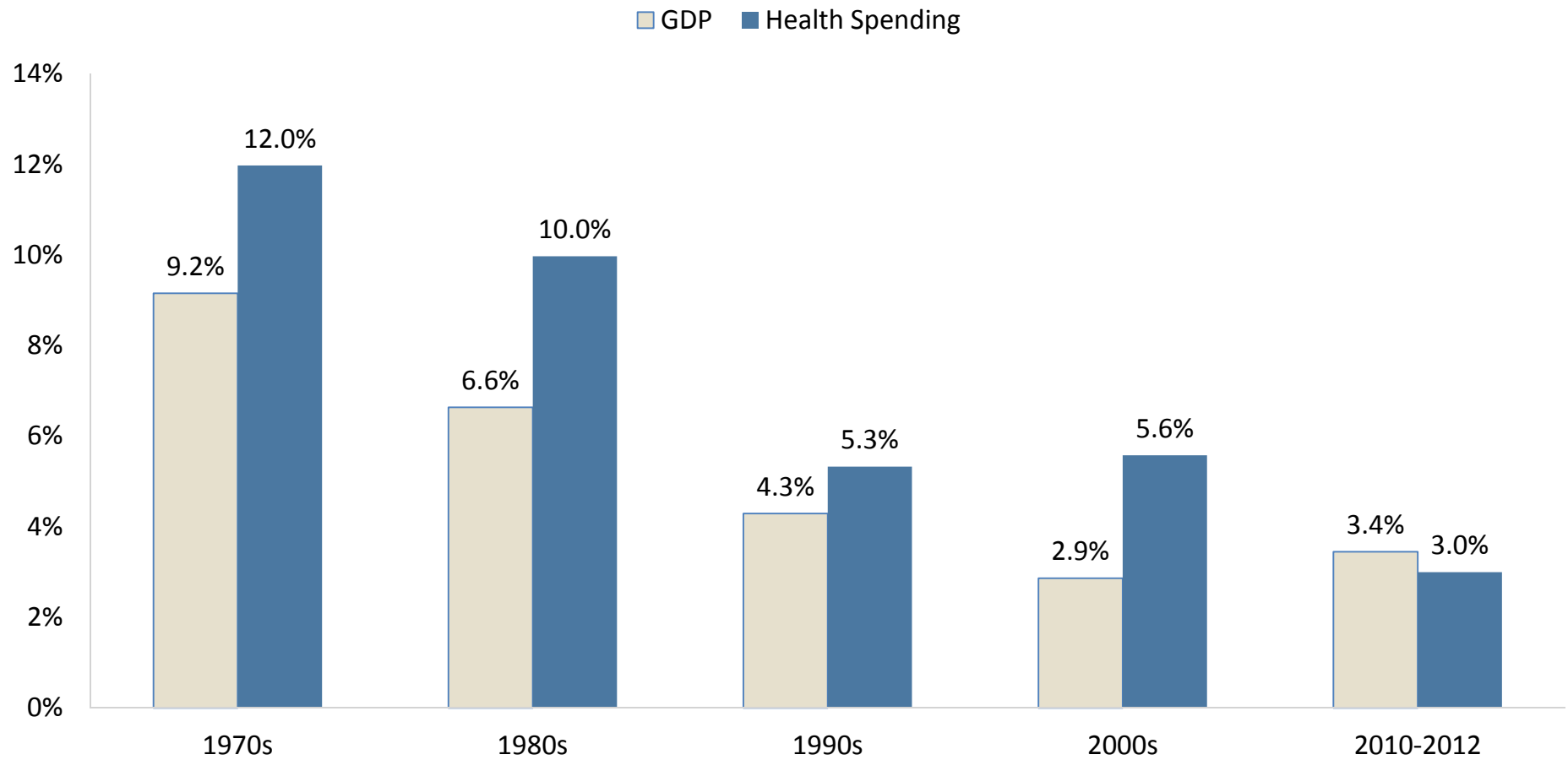
- IOM: **Utilization management** (UM) is defined by the Institute of Medicine (IOM) Committee on Utilization Management by Third Parties (1989) as *"a set of techniques used by or on behalf of purchasers of health care benefits to manage health care costs by influencing patient care decision-making through case-by-case assessments of the appropriateness of care prior to its provision."*

Utilization Management

- What problem are we trying to solve?



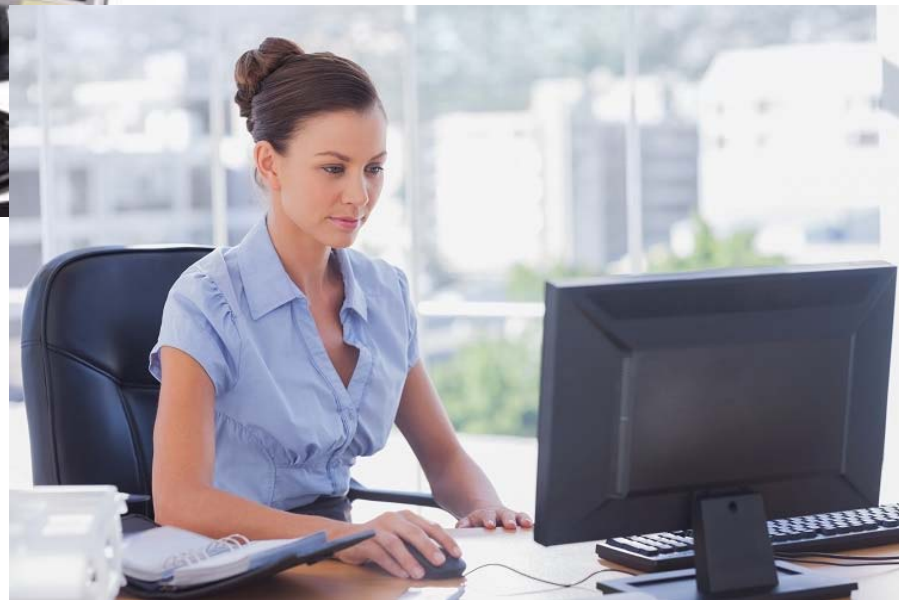
How are we doing?



Increases in GDP and health costs

Source: Kaiser Family Foundation analysis of 2013 OECD data: "OECD Health Data: Health expenditure and financing: Health expenditure indicators", OECD Health Statistics (database). doi: 10.1787/data-00349-en (Accessed on June 25, 2014).

What are our tools?



What are the rules?

1. There are rules for the decisions we make.
 - 1a. (The rules are based on science if there is any, or expert opinion if there is not).
2. Anyone can say “Yes”.
3. Only a doctor* can say “No”.

*Examples of determinations by non-MD:
Pharmacists for medications; psychologists for
psych testing.

Examples

- Step Therapy: antidepressants.
- “A request for Pristiq”.
- Pristiq (desvenlafaxine) is on step therapy; you need to try the cheaper drugs before we cover the expensive ones. (It is step 2.)
- “Requires Prior Use of a Drug on Step-1, Step-2 or Step-3”
- All the generics are on step 1.

Examples

- Really expensive drugs – like, say, Esbriet
- Tufts Health Plan may authorize coverage of Esbriet (pirfenidone) for Members, when ALL of the following criteria are met:
 1. Documented diagnosis of idiopathic pulmonary fibrosis (IPF)
AND
 2. The prescribing physician is a Pulmonologist
AND
 3. The member is not currently taking Ofev (nintedanib)

Examples

- Cialis for BPH
- EGD
 - “Tufts Health Plan does not cover upper GI endoscopies for the following indication:
 - EGD related to pre-evaluation of Members scheduled for bariatric surgery is not covered unless meeting one of the clinical criteria above.
 - Tufts Health Plan does not cover upper GI endoscopies to rule out celiac disease for the following indications:
 - Individuals with low risk of disease (for example infertility, GI symptoms with negative serology and without indicators of malabsorption, or osteoporosis without other evidence of malabsorption).”

The burden of UM

- It does add time to your day. No argument.
- It's not that hard. Most doctors only need to keep hold of 10-20 guidelines, at most.
- They're online. It's easy to bookmark them.

The burden of UM

- For most things, you need only check boxes or write down a few meds.
- You know the patient, and the facts. You can fill out the request faster than your staff (once you have a staff). Trust me on this.
 - The staff can fill out the demographics. You do the clinical stuff.

Utilization Management

- The goal is effective care at the lowest reasonable cost.
- If a drug or service is higher cost but also higher effectiveness, *and you can prove it*, step up.
- We both want the patient healthy.

Questions

- Do you have any?