

# Medical Review Solutions For Payer Organizations

- ▶ Pre-authorizations
- ▶ Appeals
- ▶ Medical Director services
- ▶ Physician Reviewer Staffing



AllMed Healthcare Management provides medical review solutions that accelerate pre-authorizations, claims and appeals and that reduce costs for health insurance carriers, medical management, TPAs and stop-loss organizations. Our outsourcing solutions cover a spectrum of needs, including first-level pre-authorizations, complex and critical claims, appeals, medical director services and staffing services.

As a claims, utilization review or case management professional, you face a heavy case workload that must be managed to the highest standards. You are mandated to provide evidence-based determinations under tight deadlines that uphold patient care standards while eliminating unnecessary costs. With increasingly complex medical procedures and drug therapies, along with constantly shifting standards of care, it's very difficult for your organization to maintain the specialist knowledge needed for timely and expert decision-making.

This is where AllMed comes in. Our managed services can help your organization make consistent evidence-based medical determinations that adhere to the latest care standards with the highest quality and the fastest turnaround times. We partner closely with you to build a customized solution that is tightly integrated with your clinical operations, while listening to and anticipating your future needs.

Our focus is on providing convenient access to specialty medical expertise, providing the highest quality determinations, exceeding URAC turnaround time standards, streamlining your workflows with state-of-the-art web technology and backing our promises with a 100% client satisfaction guarantee.

## The AllMed Difference

As a client-driven provider of technology-based medical review services, AllMed strives to consistently **exceed** our clients' expectations. Here's how we're different:

- ▶ **MedConsult Hotline:** our in-house team of physicians provides free advice, case consultations, medical policy development and decision support to clinical operations personnel as an integral part of our service.
- ▶ **PeerPoint® Medical Review Portal:** our state-of-the-art technology platform streamlines the process of submitting, receiving and tracking cases, and offers data mining and reporting functionality.
- ▶ **100% Client Satisfaction Guarantee:** if any case does not completely meet your expectations for quality and turnaround time, we comp the case to you and fix it immediately, free of charge.
- ▶ **Dedicated Account Management & Customer Service:** our team works with you to customize our services to your business processes and holds quarterly business reviews to measure and monitor our performance.

MedCert is AllMed's first-level physician review offering that allows Utilization Review and Case Management clients to augment internal medical staff capabilities and to achieve cost savings through outsourcing.



## MedCert Service Overview

AllMed's MedCert services are designed to free up your Medical Director's time to work on higher value-added functions such as medical policy development or quality improvement initiatives, while ensuring that first-level determinations are always managed, irrespective of volume fluctuations.

All MedCert reviews are conducted by our staff of in-house physicians who are board-certified in Emergency Medicine, Family Practice and/or Internal Medicine. Case requests are routed through PeerPoint's MedCert workflow by your nursing staff to AllMed's team of physicians. Since these are first-level reviews of recommended denials, cases are limited to a single question with an average of ten pages or less of nurse case notes and applicable criteria. The MedCert work product is a "certify" or "non-certify" determination and an abbreviated rationale (as necessary) that is one paragraph in length in electronic format. MedCert determinations can easily be copied and pasted into your care management software. Electronic integration of PeerPoint MedCert with standard care management software is possible for high volume clients.

**Questions or consultations on individual cases?** AllMed's physicians communicate in real time with your clinicians either through threaded discussion functionality in MedCert or over the phone via our MedConsult Hotline®. AllMed combines physician expertise, technology and live communication into a complete outsourced Medical Director solution.

## Why Outsource First-Level Reviews Through MedCert?

- ▶ Achieve cost reduction and organizational streamlining objectives
- ▶ Shift medical review activities from fixed to variable expense
- ▶ Focus in-house Medical Director resources on strategic, value-added activities, while outsourcing routine/non-strategic business processes
- ▶ Improve your ability to handle variable medical review caseloads
- ▶ PeerPoint's state-of-the-art web technology allows you to integrate MedCert into your clinical operations workflow



MedReview is AllMed's traditional Independent Medical Review product used by payers for specialty-matched pre-authorization of complex procedures, for retrospective review of claims and appeals, or for whenever a more in-depth analysis of a medical case is required.

## Types of Reviews Performed

Medical Necessity	Usual & Customary
Experimental/Investigational	Coding
Quality of Care	Durable Medical Equipment
Provider Appeals	Disability Determination
In-Patient Length of Stay	Fraud

## MedReview Service Overview

MedReview provides the highest quality, defensible determinations according to URAC standards and published clinical criteria. Turnaround times for medical necessity cases average 1 to 3 days. The MedReview work product is a five-section report that covers the following elements:

- ▶ **Materials Reviewed**
- ▶ **Summary of Clinical Course**
- ▶ **Response to Referral Questions**
- ▶ **Rationale**
- ▶ **References**

MedReview cases are performed by AllMed's team of in-house physicians and our panel of over 400 Peer Specialists is composed of leading clinical professionals in all areas of medicine, behavioral health and allied healthcare. AllMed Peer Specialists are licensed, board-certified in active practice and located in over 40 states across the United States. AllMed provides broad coverage to ensure that it can meet in-state licensing requirements as specified by state and federal regulatory bodies.

All cases are handled through PeerPoint's MedReview workflow, AllMed's state-of-the-art electronic review platform, which allows clients to submit, track and receive cases online. The MedReview workflow streamlines the entire medical peer review process, while meeting or exceeding the industry's security and privacy standards.

## AllMed Specialty Reviewers Provide Expertise in the Following Areas:

Acupuncture	Interventional Cardiology	Physical Medicine & Rehabilitation
Allergy/Immunology	Kidney Transplant	Physical Therapy
Alternative Medicine	Liver Pancreas Transplant	Plastic Surgery
Anesthesiology	Neonatology	Podiatry
Audiology	Nephrology	Prosthodontics
Bariatric Surgery	Neurology	Psychiatry
Behavioral Health	Neurosurgery	Psychology
Bone Marrow Transplantation	Obstetrics/Gynecology	Pulmonary Medicine
Cardiology	Ophthalmology	Radiation Oncology
Cardiovascular & Thoracic Surgery	Oral & Maxillofacial Surgery	Radiology
Chiropractic	Organ Transplant	Rheumatology
Dentistry	Orthopedic Surgery	Sleep Disorders
Dermatology/Dermatopathology	Orthotics/Prosthetics	Speech & Language Pathology
Diagnostic Radiology	Otolaryngology	Toxicology
Electrophysiology Cardiology	Pain Management	Urology
Emergency Medicine	Pediatric Cardiology	Vascular & Thoracic Surgery
Endocrinology	Pediatric Endocrinology	
Forensic Medicine	Pediatric Gastroenterology	
Gastroenterology	Pediatric Nephrology	
General Surgery	Pediatric Neurology	
Hand Surgery	Pediatric Ophthalmology	
Hematology/Oncology	Pediatrics	
Heart Transplant	Pediatric Surgery	
Infectious Diseases	Perinatology	
Internal Medicine		

## Our Goal is Simple: Exceed Your Expectations with Superior Quality Management

As a delegated business partner with leading healthcare organizations nationwide, AllMed is committed to the highest standards of quality. Our URAC accreditation as an Independent Review Organization is the foundation for our commitment to excellence in everything we do, but it is only the start. We strive to exceed those accreditation standards in all aspects of our business operations. We have a dedication to perfection.

**Quality Management System:** Our quality management systems includes Board-level supervision of our Quality Management Committee, weekly review of performance measures, routine quality audits, and a steady stream of Quality Improvement Projects (QIPs).

**Clinical Standards Development:** We are continuously developing and improving our own clinical and operational standards, which are drawn from clinical guidelines, as well as industry-best practices. We produce Medical Review Standards Guides, which are published for our clients, Peer Specialists and internal Clinical Operations teams.

**Peer Specialist Recruiting, Credentialing & Training:** AllMed's selective recruiting and credentialing standards ensure that all reviews are performed by the top specialists and sub-specialists in their fields. The average tenure of these specialists with AllMed is in excess of three years. Upon joining AllMed, Peer Specialists are trained on medical review procedures, following AllMed's clinical standards.

**Physician Oversight:** All clinical reviewers are supervised by AllMed's in-house team of Medical Directors, who review each and every case for adherence to clinical criteria, thoroughness, accuracy and compliance. All reviews are scored and Peer Specialists are continuously evaluated using PeerPoint's built-in Quality Rating System.

**Security & Business Continuity:** AllMed's technology architecture and the adoption of industry-best practices ensures strict adherence to HIPAA. AllMed's PeerPoint web portal is remotely hosted at a state-of-the art data center, with redundancy, back-up, disaster recovery and business continuity programs.

**Regulatory Compliance:** As a medical review partner to leading healthcare payer organizations in over 40 states, AllMed maintains strict adherence to all federal and state regulations, helping our clients to ensure full compliance.

Learn How AllMed's Solutions Can Streamline Your Medical Review Process at [www.allmedmd.com](http://www.allmedmd.com)