

Clinical utilization management guideline hierarchy

Beginning **April 1, 2023**, the state of Indiana requires all Medicaid managed care entities (MCEs) to follow the same utilization management (UM) medical criteria hierarchy when processing reviews and making decisions. This mandate promotes consistency among MCEs as they provide care to enrollees in Healthy Indiana Plan, Hoosier Healthwise and Hoosier Care Connect. UnitedHealthcare Community Plan of Indiana offers Hoosier Care Connect.

The UM hierarchy required by the state is as follows:

- **Federal law**, including any Medicaid-specific requirements specified in the Code of Federal Regulations
- **Indiana code** specific to identified Medicaid provisions
- **State plan**, which outlines the coverage and reimbursement of Indiana Health Coverage Program (IHCP) services
- **Indiana Administrative Code** specific to Medicaid provisions
- **IHCP policy**, including IHCP provider reference modules, bulletins and banner pages. MCEs must exactly follow IHCP policy (fee-for-service criteria) for the following items:
 - ABA therapy
 - Drug testing
 - EndoPredict testing for breast cancer
 - Hysterectomies
 - ReliZorb
 - Speech-generating devices
 - Spinal stenosis
 - Transplants
 - Bariatric procedures
 - Oxygen usage
- **Non-customize national clinical guidelines**, the full suite of InterQual review criteria, including the Medicare national coverage determinations (NCDs) and Medicare local coverage determinations (LCDs)
- **UnitedHealthcare-derived** state preapproved clinical guidelines and UM policy
- **Professional society guidelines** based on published peer-reviewed literature. These guidelines can supersede national and UnitedHealthcare-derived guidelines if they're specifically called out to use in the scope of work. For example:
 - American Society of Addiction Medicine (ASAM)
 - Professional references/subject matter expert (SME), which are guided by published peer-reviewed literature
 - Best standards of care, which are guided by published peer-reviewed literature

What this means for you

There's nothing you need to do for this change to take place. To learn more about the UM medical criteria hierarchy, including IHCP policy specifics, please review the [Indiana Health Coverage IHCP Bulletin](#).

We're here to help

Call Provider Services at **877-610-9785** 8 a.m.–8 p.m. ET, Monday–Friday, if you have questions.