

Benefits
Concurrent Review
Med/Surg

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1915c: nursing (private duty) (21+ years of age)		X			
Acupuncture			X		
Acute Care Services (Births/Deliveries)	X				
Acute Care Services (Medical/Surgical)	X				
Applied Behavior Analysis (autism services)--primarily in-home		X			
Audiology Services (hearing loss assessment and treatment)			X		
Autism: adult life planning		X			
Autism: Environmental accessibility adaption		X			
Autism: Family leave (retainer day)		X			
Autism: family training		X			
Autism: Intensive individual support services		X			
Autism: Residential habilitation (regular and intensive)		X			
Autism: Respite care		X			
Autism: Therapeutic integration (regular and intensive)		X			
Bariatric Surgery	X				
Brain Injury: Day habilitation		X			
Brain injury: Individual support services		X			
Brain injury: medical Day Care		X			
Brain Injury: Residential habilitation		X			
Brain injury: Supported employment		X			
Cardiac Rehabilitation			X		
CFC: Accessibility adaptations		X			
CFC: assistive technology		X			
CFC: Consumer training		X			
CFC: environmental assessments		X			
CFC: home delivered meals		X			
CFC: Personal emergency response system		X			
CFC: Transition services		X			
Chemotherapy--outpatient			X		
Community Pathways and Community Supports waivers: Assistive technology and services		X			
Community Pathways and Community Supports waivers: Behavioral support services		X			
Community Pathways and Community Supports waivers: Career exploration		X			
Community Pathways and Community Supports waivers: Community development		X			
Community Pathways and Community Supports waivers: Day habilitation		X			
Community Pathways and Community Supports waivers: Employment discovery and customization		X			
Community Pathways and Community Supports waivers: Employment services		X			
Community Pathways and Community Supports waivers: Environmental assessment		X			
Community Pathways and Community Supports waivers: Environmental modification		X			
Community Pathways and Community Supports waivers: Family and peer mentoring supports		X			
Community Pathways and Community Supports waivers: Family caregiver training and empowerment		X			
Community Pathways and Community Supports waivers: Housing support services		X			
Community Pathways and Community Supports waivers: Individual and family directed goods and services		X			
Community Pathways and Community Supports waivers: Medical Day Care		X			
Community Pathways and Community Supports waivers: Nurse case management and delegation		X			
Community Pathways and Community Supports waivers: Nurse consultation		X			
Community Pathways and Community Supports waivers: Nurse health case management		X			
Community Pathways and Community Supports waivers: Participant education, training and advocacy		X			
Community Pathways and Community Supports waivers: Personal supports		X			
Community Pathways and Community Supports waivers: Respite care services		X			
Community Pathways and Community Supports waivers: Support broker services		X			
Community Pathways and Community Supports waivers: Supported employment		X			
Community Pathways and Community Supports waivers: Transportation		X			
Community Pathways and Community Supports waivers: Vehicle modification		X			

Community Pathways only: community living		X
Community Pathways only: live-in caregiver supports		X
Community Pathways only: Remote support services		X
Community Pathways only: Shared living		X
Community Pathways only: Support living		X
Community Pathways only: transition services		X
CPAS and CFC: Nurse monitoring		X
CPAS and CFC: Personal assistance services		X
Disposable Medical Equipment (w/o HCPCS)		X
Disposable Medical Supplies (> \$500.00)		X
Durable Medical Equipment (> \$1,000.00)		X
Durable Medical Equipment (DME)/Disposable Medical Supplies (DMS)		X
Durable Medical Equipment (w/o HCPCS)		X
Durable Medical Equipment rental (\leq 3 months)		X
EPSDT: Nursing services (Registered Nurse, Licensed Practical Nurse, Certified Nursing Assistant-Certified Medication Technician)		X
Family Supports: Assistive technology and services		X
Family Supports: Behavioral support services		X
Family Supports: Environmental assessment		X
Family Supports: Environmental modification		X
Family Supports: Family and peer mentoring supports		X
Family Supports: Family caregiver training and empowerment		X
Family Supports: Housing support services		X
Family Supports: Individual and family directed goods and services		X
Family Supports: Nurse case management and delegation		X
Family Supports: Nurse consultation		X
Family Supports: Participant education, training and advocacy		X
Family Supports: Personal supports		X
Family Supports: Respite care services		X
Family Supports: Support broker services		X
Family Supports: Transportation		X
Family Supports: Vehicle modification		X
Gender affirmation surgery	X	
HCBS: Assisted living		X
HCBS: Behavioral consultation		X
HCBS: case management		X
HCBS: family training		X
HCBS: Medical Day Care		X
HCBS: Nutritionist/Dietician		X
HCBS: senior Center Plus		X
HH: Home Health Aide		X
HH: Home Health Aide (> 1 visit per day; > 4 hours of service per day; visit w/o skilled nursing)		X
HH: Home Health Aide (\leq 1 visit per day; \leq 4 hours of service per day; visit w/ skilled nursing; services rendered during a 30-day period that do not exceed the Medicaid NF rate)		X
HH: Occupational therapy		X
HH: Occupational therapy (> 1 visit per day; services rendered during a 30-day period in excess of the Medicaid NF rate))		X
HH: Occupational therapy (\leq 1 visit per day; services rendered during a 30-day period that do not exceed the Medicaid NF rate)		X
HH: physical therapy		X
HH: Physical therapy (> 1 visit per day; ; services rendered during a 30-day period in excess of the Medicaid NF rate)		X
HH: Physical therapy (\leq 1 visit per day; services rendered during a 30-day period that do not exceed the Medicaid NF rate)		X
HH: Registered Nurse		X
HH: registered Nurse		X
HH: Registered Nurse (> 1 visit per day; services rendered during a 30-day period in excess of the Medicaid NF rate)		X
HH: Registered Nurse (\leq 1 visit per day; services rendered during a 30-day period that do not exceed the Medicaid NF rate)		X
HH: Speech therapy		X
HH: Speech therapy (> 1 visit per day; services rendered during a 30-day period in excess of the Medicaid NF rate)		X
HH: Speech therapy (\leq 1 visit per day; services rendered during a 30-day period that do not exceed the Medicaid NF rate)		X
Home Health Services: occupational therapy		X
Home Health Services: physical therapy		X

Hospice: home health and aide services					X	
Hospice: Medical appliances and supplies					X	
Hospice: Medical social services					X	
Hospice: nursing services					X	
Hospice: Short-term inpatient care		X				
Hospice Care--Inpatient		X				
Hospital Care--inpatient		X				
Hysterectomy		X				
ICS: Assisted living					X	
ICS: behavioral consultation					X	
ICS: case management					X	
ICS: Family training					X	
ICS: Medical Day Care					X	
ICS: Nutritionist/Dietician					X	
ICS: senior Center Plus					X	
Institutional Long Term Care/Skilled Nursing Facility (first 90 days)		X				
Medical Day Care waiver with associated services(16+ years of age):					X	
Nursing Facility: Activities		X				
Nursing Facility: Dental services		X				
Nursing Facility: Dietary services		X				
Nursing Facility: Laboratory, radiology and other diagnostic testing		X				
Nursing Facility: Nursing services		X				
Nursing Facility: Pharmaceutical services		X				
Nursing Facility: Physician services		X				
Nursing Facility: Social work		X				
Nursing Facility: Specialized rehabilitation		X				
Occupational Therapy						X
Outpatient Rehabilitative services						X
Oxygen (w/o HCPCS)					X	
PACE: Day health care					X	
PACE: In-home care					X	
PACE: Meals					X	
PACE: Nursing care					X	
PACE: Personal care					X	
PACE: Recreation					X	
PACE: Social work					X	
PACE: Transportation					X	
Pain Management Procedures						X
Physical Therapy						X
Plastic and Restorative Surgery--inpatient		X				
Pulmonary Rehab						X
Rehabilitation Services (Acute)		X				
Remote Patient Monitoring					X	
Speech Therapy--outpatient						X
Transplants		X				
Transplants Pre and Post Transplant Services		X				

MH/SUD

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Services	X				
Ambulatory detoxification			X		
Biofeedback			X		
Electroconvulsive therapy (ECT)--outpatient			X		
Evaluation and Management-Outpatient			X		
Family Therapy--outpatient			X		
Group therapy--outpatient			X		
Group therapy--outpatient			X		
Individual therapy--outpatient			X		

Individual therapy--outpatient				X
Inpatient ASAM 4.0	X			
Inpatient Detoxification--hospital	X			
Inpatient Detoxification-IMD (Licensed Intermediate Care Facilities for Addictions in Maryland)	X			
Intensive outpatient (IOP)				X
Intensive Outpatient (IOP)--ASAM 2.1				X
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)				X
MAT Initial Intake (Evaluation and Management, Including Rx)				X
MAT Ongoing (Evaluation and Management, including Rx)				X
Methadone Maintenance				X
Mobile treatment-Assertive community treatment (ACT)			X	
Mobile treatment-non-ACT			X	
Multiple family group therapy				X
Not Applicable			X	
Nursing Facility: MH Services	X			
Nursing Facility: SUD services	X			
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified				X
Partial hospitalization (PHP)				X
Psychiatric Rehabilitation Services				X
Psychological or neuropsychological testing and evaluation				X
Residential SUD Treatment--ASAM 3.1	X			
Residential SUD Treatment--ASAM 3.3	X			
Residential SUD Treatment--ASAM 3.5	X			
Residential SUD Treatment--ASAM 3.7	X			
Residential SUD Treatment--ASAM 3.7WM (Licensed ASAM 3.7D in Maryland)	X			
Residential Treatment Centers	X			
Special Psychiatric Hospital	X			
Targeted Case Management			X	
Therapeutic Behavioral Services				X
Transcranial Magnetic Stimulation (TMS)				X
Traumatic Brain Injury (TBI) Day Habilitation				X

**Evidentiary Standards
Concurrent Review**

Factor	Inpatient	Med/Surg	Outpatient - Office Based	Emergency Benefits Prescription Drugs
1. Excessive utilization 2. Health plan accreditation standards for quality assurance 3. Medicare/Medicaid program participation eligibility 4. Not Applicable 5. Quality and performance measures (including customer feedback) 6. Safety risks 7. Separate payments for managing a patient's care outside of face-to-face contact (e.g., care management) 8. Service type	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.	Outpatient - Other Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	
1. Clinical indications or evidence 2. High levels of variation in length of stay 3. Least restrictive appropriate level of care 4. Not Applicable 5. Service type 6. Severity or chronicity of an illness 7. Variability in quality	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	MH/PSUD Outpatient - Other Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Utilization is two standard deviations above average utilization per episode of care.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Not Applicable Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	

Sources
Fail first requirements/step therapy
Med/Surg

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. Claim types with high percentage of fraud					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
2. Current and projected demand for services					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
3. Elasticity of demand					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
4. Excessive utilization					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
5. Fail first protocol					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
6. High variability in cost per episode of care					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
7. Lack of adherence to quality standards					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
8. Lack of clinical efficiency of treatment or service					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
9. Not Applicable		Not Applicable			Not Applicable
10. Provider discretion in determining diagnosis					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
11. Recent medical cost escalation					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
12. Recognition of accreditation by certain accrediting bodies					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
13. Safety risks					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
14. Severity or chronicity of an illness					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements

MH/SUD

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. Fail first protocol					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
2. Internal auditing for treatment compliance via concurrent review of treatment plans and medical documentation					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
3. Lack of clinical efficiency of treatment or service					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
4. medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
5. Not Applicable		Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Not Applicable			Not Applicable
6. Safety risks					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits State and Federal requirements
7. Service type					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits State and Federal requirements
8. Severity or chronicity of an illness					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
9. Site visit requirements					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits State and Federal requirements

Evidentiary Standards
Fail first requirements/step therapy

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Med/Surg	
				Emergency Benefits	Prescription Drugs
Factor				MH/SUD	
1. fail first protocol				Emergency Benefits	Prescription Drugs
2. internal auditing for treatment compliance via concurrent review of treatment plans and medical documentation					A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. FDA prescribing information and official compendium process review(s) for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization
3. Lack of clinical efficiency of treatment or service					A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. FDA prescribing information and official compendium process review(s) for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization
4. medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee					A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. FDA prescribing information and official compendium process review(s) for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization
5. Not Applicable			Not Applicable		
6. Safety risks					A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. FDA prescribing information and official compendium
7. Service type					A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. FDA prescribing information and official compendium
8. Severity or chronicity of an illness					A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. FDA prescribing information and official compendium
9. Site visit requirements					process review(s) for auditing claims data to ensure compliance of participant's treatment and service plan in conjunction with their prior authorization A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. FDA prescribing information and official compendium

Operation Measures
Fail first requirements/step therapy

Measure	Med/Surg				
	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Addressing workforce shortage issues					X
Average denial rates for medical necessity for mental health and substance use disorder benefits, and medical/surgical benefits.					X
clinical criteria applied based on FDA labeling and requirements and official compendium					X
Complaint tracking (enrollees and providers)					X
Degree of discretion exercised by utilization review staff		X			X
How the health plan verifies credentials of its staff conducting medical management/utilization review					X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers					X
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria					X
internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization					X
Length of time afforded for each review					X
NQTL does not apply to any services in this classification	X				
NQTL does not apply to any services in this classification			X		
The expertise of the persons who make denial determinations and whether such decision-makers with respect to mental health, substance use disorder and medical/surgical benefits have comparable expertise.					X
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews					X
Utilization trends					X

Measure	MH/SUD				
	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Authorization Denial Rates for MH/SUD			X		
clinical criteria applied based on FDA labeling and requirements and official compendium					X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers			X		
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria			X		
internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization					X
NQTL does not apply to any services in this classification			X		
NQTL does not apply to any services in this classification	X				
NQTL does not apply to any services in this classification		X			
NQTL does not apply to any services in this classification		X			
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews					X
Utilization trends					X

Benefits
Medical necessity
Med/Surg

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
(1) Preventive services (cleanings, fluoride, etc.) - Clinic;			X		
(1) Preventive services (semiannual cleanings, fluoride, etc.) - Clinic;			X		
(2) Diagnostic services (oral exams, x-rays, etc.) - Clinic;			X		
(2) Preventive services (semiannual cleanings, fluoride, etc.) - OP OR/ASC;		X			
(3) Diagnostic services (oral exams, x-rays, sealants, etc.) - Clinic;			X		
(3) Restorative services (fillings, crowns, etc) - Clinic;			X		
(4) Diagnostic services (oral exams, x-rays, sealants, etc.) - OP OR/ASC;		X			
(4) Endodontic services (root canals, etc.) - Clinic;			X		
(5) Periodontal services (scaling, full mouth debridement, etc.) - Clinic;			X		
(5) Restorative services (fillings, crowns, etc) - Clinic;			X		
(6) Prosthodontics (adjustment of dentures, etc.) - Clinic;			X		
(6) Restorative services (fillings, crowns, etc) - OP OR/ASC;		X			
(7) Endodontic services (root canals, etc.) - Clinic;			X		
(7) Oral and Maxillofacial surgery services (extractions, etc.) - Clinic; and			X		
(8) Anesthesia - Clinic.			X		
(8) Endodontic services (root canals, etc.) - OP OR/ASC;		X			
(9) Periodontal services (scaling, full mouth debridement, etc.) - Clinic;			X		
(10) Periodontal services (scaling, full mouth debridement, etc.) - OP OR/ASC;		X			
(11) Prosthodontics (dentures, etc.) - Clinic;			X		
(12) Prosthodontics (dentures, etc.) - OP OR/ASC;		X			
(13) Oral and Maxillofacial surgery services (extractions, etc.) - Clinic;			X		
(14) Oral and Maxillofacial surgery services (extractions, etc.) - OP OR/ASC;		X			
(15) Orthodontic services - Clinic;			X		
(16) Anesthesia - Clinic; and			X		
(17) Anesthesia - OP OR/ASC.					
1915c: case management			X		
1915c: certified Nursing Assistant/Home Health Aide			X		
1915c: medical Day Care			X		
1915c: nursing (private duty) (21+ years of age)			X		
1915c: physician participation in plan of care meeting					X
1915c: Physician participation in plan of care meeting					X
Acne Services					X
Acupuncture					X
Acute Care Services (Births/Deliveries)	X				
Acute Care Services (Medical/Surgical)	X				
Amputations--inpatient	X				
Amputations--outpatient					X
Ancillary Services	X				
Anesthesia--Inpatient	X				
Applied Behavior Analysis (autism services)--primarily in-home		X			
Applied Behavior Analysis (autism services)--primarily in-home		X			
Audiology Services (hearing loss assessment and treatment)					X
Augmentive communication devices		X			
Autism: adult life planning		X			
Autism: Environmental accessibility adaption		X			
Autism: Family leave (retainer day)		X			
Autism: family training		X			
Autism: Intensive individual support services		X			
Autism: Residential habilitation (regular and intensive)		X			
Autism: Respite care		X			
Autism: Therapeutic integration (regular and intensive)		X			
Bariatric Surgery	X				
Blood/Blood Products					X
Brain Injury: Day habilitation		X			
Brain injury: Individual support services		X			
Brain injury: medical Day Care		X			
Brain Injury: Residential habilitation		X			
Brain injury: Supported employment		X			
Bypass surgery--inpatient	X				
Bypass surgery--outpatient					X
Capsule Endoscopy					X
Cardiac Procedures (non-emergent)--inpatient	X				
Cardiac Procedures (non-emergent)--outpatient					X
Cardiac Rehabilitation					X
Care Management		X			
CFC: Accessibility adaptations		X			
CFC: assistive technology		X			
CFC: Consumer training		X			
CFC: environmental assessments		X			
CFC: home delivered meals		X			
CFC: Personal emergency response system		X			

CFC: Transition services			X	
Chemotherapy--inpatient	X			
Chemotherapy--outpatient				X
Chiropractic Services				X
Circumcision				X
Clinic Services--Coumadin Clinic				X
Clinic Services--FQHC				X
Clinic Services--Heart Failure Clinic				X
Clinic Services--Other				X
Clinic Services--SBHC				X
Clinic Services--Wound Clinic				X
Community Pathways and Community Supports waivers: Assistive technology and services			X	
Community Pathways and Community Supports waivers: Behavioral support services			X	
Community Pathways and Community Supports waivers: Career exploration			X	
Community Pathways and Community Supports waivers: Community development			X	
Community Pathways and Community Supports waivers: Day habilitation			X	
Community Pathways and Community Supports waivers: Employment discovery and customization			X	
Community Pathways and Community Supports waivers: Employment services			X	
Community Pathways and Community Supports waivers: Environmental assessment			X	
Community Pathways and Community Supports waivers: Environmental modification			X	
Community Pathways and Community Supports waivers: Family and peer mentoring supports			X	
Community Pathways and Community Supports waivers: Family caregiver training and empowerment			X	
Community Pathways and Community Supports waivers: Housing support services			X	
Community Pathways and Community Supports waivers: Individual and family directed goods and services			X	
Community Pathways and Community Supports waivers: Medical Day Care			X	
Community Pathways and Community Supports waivers: Nurse case management and delegation			X	
Community Pathways and Community Supports waivers: Nurse consultation			X	
Community Pathways and Community Supports waivers: Nurse health case management			X	
Community Pathways and Community Supports waivers: Participant education, training and advocacy			X	
Community Pathways and Community Supports waivers: Personal supports			X	
Community Pathways and Community Supports waivers: Respite care services			X	
Community Pathways and Community Supports waivers: Support broker services			X	
Community Pathways and Community Supports waivers: Supported employment			X	
Community Pathways and Community Supports waivers: Transportation			X	
Community Pathways and Community Supports waivers: Vehicle modification			X	
Community Pathways only: community living			X	
Community Pathways only: live-in caregiver supports			X	
Community Pathways only: Remote support services			X	
Community Pathways only: Shared living			X	
Community Pathways only: Support living			X	
Community Pathways only: transition services			X	
Corrective Surgery--inpatient	X			
Corrective Surgery--outpatient				X
Cosmetic Procedures--inpatient	X			
Cosmetic Procedures/Surgeries--outpatient				X
CPAS and CFC: Nurse monitoring			X	
CPAS and CFC: Personal assistance services			X	
Dermatology Procedures				X
Diabetic Education			X	
Diagnostic and X-ray services: CT--inpatient	X			
Diagnostic and X-ray services: CT--outpatient				X
Diagnostic and X-ray services: MRI--inpatient	X			
Diagnostic and X-ray services: MRI--outpatient				X
Diagnostic and X-ray services: PET--inpatient	X			
Diagnostic and X-ray services: PET--outpatient				X
Diagnostic and X-ray services: Radiography--inpatient	X			
Diagnostic and X-ray services: Radiography--outpatient				X
Dialysis--Inpatient	X			
Dialysis--outpatient				X
Disposable Medical Equipment (w/o HCPCS)			X	
Disposable Medical Supplies (> \$500.00)			X	
Disposable Medical Supplies (≤ \$500.00)			X	
DME/DMS Alternative Approach--Full category; need to identify any NQTLs that apply to any DME/DMS under the broad category. Description of NQTL factors should be more detailed.			X	
Durable Medical Equipment (> \$1,000.00)			X	
Durable Medical Equipment (DME)/Disposable Medical Supplies (DMS)			X	
Durable Medical Equipment (w/o HCPCS)			X	
Durable Medical Equipment (≤ \$1,000.00)			X	
Durable Medical Equipment rental (> 3 months)			X	
Durable Medical Equipment rental (≤ 3 months)			X	
EPSDT: Nursing services (Registered Nurse, Licensed Practical Nurse, Certified Nursing Assistant-Certified Medication Technician)			X	
Erectile Dysfunction Procedures	X			
Eye Procedures--Inpatient	X			
Family Supports: Assistive technology and services			X	
Family Supports: Behavioral support services			X	
Family Supports: Environmental assessment			X	
Family Supports: Environmental modification			X	

Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified				X
Opioid Treatment Program (OTP) services - including med management				X
Partial hospitalization (PHP)				X
Partial Hospitalization (PHP)--ASAM 2.5				X
Patient Consultation	X			
Peer Support Services		X		
primary mental health services (assessment, clinical evaluation, referral to ASO)				X
primary SUD Services (assessment, clinical evaluation, referral to ASO)				X
Psychiatric Rehabilitation Services				X
Psychological or neuropsychological testing and evaluation				X
Psychological or neuropsychological testing and evaluation--inpatient	X			
Residential SUD Treatment--ASAM 3.1	X			
Residential SUD Treatment--ASAM 3.3	X			
Residential SUD Treatment--ASAM 3.5	X			
Residential SUD Treatment--ASAM 3.7	X			
Residential SUD Treatment--ASAM 3.7WM (Licensed ASAM 3.7D in Maryland)	X			
Residential Treatment Centers	X			
SBIRT				X
Special Psychiatric Hospital	X			
Targeted Case Management		X		
Therapeutic Behavioral Services				X
Transcranial Magnetic Stimulation (TMS)				X
Traumatic Brain Injury (TBI) Day Habilitation				X

Factors
Medical necessity
Med/Surg

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Claim types with high percentage of fraud					R
clinical appropriateness/medical necessity					R
Current and projected demand for services		R	R		
Elasticity of demand					R
Excessive utilization	R	R	R		R
fiscal responsibility/cost effectiveness					R
High variability in cost per episode of care		R	R		R
Lack of adherence to quality standards		R	R		R
Lack of clinical efficiency of treatment or service		R	R		R
Medicare/Medicaid program participation eligibility		R	R		
medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee					R
Not Applicable		R		R	
Provider discretion in determining diagnosis					R
Provider discretion in determining type or length of treatment					R
Recent medical cost escalation					R
Recognition of accreditation by certain accrediting bodies					R
Relative reimbursement rates		R	R		
Safety risks					R
Service type	R	R	R		
Severity or chronicity of an illness		R	R		R

MH/SUD

Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
clinical appropriateness/medical necessity					R
fiscal responsibility/cost effectiveness					R
High levels of variation in length of stay	R	R	R		
Lack of clinical efficiency of treatment or service				R	
Least restrictive appropriate level of care	R	R	R		
Least restrictive appropriate level of care		R			
medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee					R
Not Applicable		R		R	
Service type	R	R	R		
Severity or chronicity of an illness	R	R	R		
Variability in quality	R	R	R		

**Evidentiary Standards
Medical necessity**

Factor	Inpatient	Outpatient/ Other	Med/Surg	Emergency benefits	Prescription Drugs
1. Current and projected demand for services 2. Excessive utilization 3. High variability in cost per episode of care 4. Lack of adherence to quality standards 5. Lack of clinical efficiency of treatment or service 6. Medicare/Medicaid program participation eligibility 7. Relative reimbursement rates 8. Service type 9. Severity or chronicity of an illness	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies.	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Outpatient/ Office Based A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Utilization is two standard deviations above average utilization per episode of care. A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. State regulatory standards for health plan network adequacy. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. A certain number/type of recognized medical literature and professional standards (including comparative effectiveness studies and clinical trials), and published research studies. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.		
1. High levels of variation in length of stay 2. Lack of clinical efficiency of treatment or service 3. Least restrictive appropriate level of care 4. Least restrictive appropriate level of care 5. Service type 6. Severity or chronicity of an illness 7. Variability in quality	Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Outpatient/ Other Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Med/Surg Outpatient/ Office Based Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines. Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Emergency benefits Compliance with professionally recognized treatment guidelines used to define clinically appropriate standards of care such as ASAM criteria or APA treatment guidelines.	Prescription Drugs

Operation Measures
Medical necessity
Med/Surg

Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Addressing workforce shortage issues					X
Average denial rates for medical necessity for mental health and substance use disorder benefits, and medical/surgical benefits.	X				X
Average length of stay authorized per episode of care	X				
clinical criteria applied based on FDA labeling and requirements and official compendium					X
Complaint tracking (enrollees and providers)					X
Degree of discretion exercised by utilization review staff	X	X			X
duplicate restorations (monthly			X		
Frequency that authorization requirements are waived	X				
Frequency with which reviews are conducted	X				
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers	X	X			X
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria	X	X	X		X
internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization					X
Length of time afforded for each review					X
NQTL does not apply to any services in this classification				X	
Number of days or visits authorized per review	X				
The expertise of the persons who make denial determinations and whether such decision-makers with respect to mental health, substance use disorder and medical/surgical benefits have comparable expertise.					X
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews					X
Utilization trends	X	X	X		X

Measure	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Authorization Denial Rates for MH/SUD	X	X	X		
Authorization Denial Rates for MH/SUD		X			
clinical criteria applied based on FDA labeling and requirements and official compendium					X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers	X	X	X		
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria	X	X	X		
internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization					X
NQTL does not apply to any services in this classification				X	
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews					X
Utilization trends					X

Benefits
Outlier Management
Med/Surg

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
(2) Preventive services (semiannual cleanings, fluoride, etc.) - OP OR/ASC;		X			
(4) Diagnostic services (oral exams, x-rays, sealants, etc.) - OP OR/ASC;		X			
(6) Restorative services (fillings, crowns, etc) - OP OR/ASC;		X			
(8) Endodontic services (root canals, etc.) - OP OR/ASC;		X			
(10) Periodontal services (scaling, full mouth debridement, etc.) - OP OR/ASC;		X			
(12)Prosthodontics (dentures, etc.) - OP OR/ASC;		X			
(14) Oral and Maxillofacial surgery services (extractions, etc.) - OP OR/ASC;		X			
(17) Anesthesia - OP OR/ASC.		X			
1915c: certified Nursing Assistant/Home Health Aide		X			
1915c: nursing (private duty) (21+ years of age)		X			
Acute Care Services (Births/Deliveries)	X				
Acute Care Services (Medical/Surgical)	X				
Amputations--outpatient			X		
Applied Behavior Analysis (autism services)--primarily in-home		X			
Autism: adult life planning		X			
Autism: Environmental accessibility adaption		X			
Autism: Family leave (retainer day)		X			
Autism: family training		X			
Autism: Intensive individual support services		X			
Autism: Residential habilitation (regular and intensive)		X			
Autism: Respite care		X			
Autism: Therapeutic integration (regular and intensive)		X			
Bariatric Surgery	X				
Brain Injury: Day habilitation		X			
Brain injury: Individual support services		X			
Brain injury: medical Day Care		X			
Brain Injury: Residential habilitation		X			
Brain injury: Supported employment		X			
Bypass surgery--outpatient			X		
Cardiac Procedures (non-emergent)--outpatient			X		
Cardiac Rehabilitation			X		
CFC: environmental assessments		X			
CFC: home delivered meals		X			
Chemotherapy--outpatient			X		
Community Pathways and Community Supports waivers: Assistive technology and services		X			
Community Pathways and Community Supports waivers: Behavioral support services		X			
Community Pathways and Community Supports waivers: Career exploration		X			
Community Pathways and Community Supports waivers: Community development		X			
Community Pathways and Community Supports waivers: Day habilitation		X			
Community Pathways and Community Supports waivers: Employment discovery and customization		X			
Community Pathways and Community Supports waivers: Employment services		X			
Community Pathways and Community Supports waivers: Environmental assessment		X			
Community Pathways and Community Supports waivers: Environmental modification		X			
Community Pathways and Community Supports waivers: Family and peer mentoring supports		X			
Community Pathways and Community Supports waivers: Family caregiver training and empowerment		X			
Community Pathways and Community Supports waivers: Housing support services		X			
Community Pathways and Community Supports waivers: Individual and family directed goods and services		X			
Community Pathways and Community Supports waivers: Medical Day Care		X			
Community Pathways and Community Supports waivers: Nurse consultation		X			
Community Pathways and Community Supports waivers: Nurse health case management		X			
Community Pathways and Community Supports waivers: Participant education, training and advocacy		X			
Community Pathways and Community Supports waivers: Personal supports		X			
Community Pathways and Community Supports waivers: Respite care services		X			
Community Pathways and Community Supports waivers: Support broker services		X			
Community Pathways and Community Supports waivers: Supported employment		X			
Community Pathways and Community Supports waivers: Transportation		X			
Community Pathways and Community Supports waivers: Vehicle modification		X			
Community Pathways only: community living		X			
Community Pathways only: live-in caregiver supports		X			
Community Pathways only: Remote support services		X			
Community Pathways only: Shared living		X			
Community Pathways only: Support living		X			
Community Pathways only: transition services		X			
Corrective Surgery--outpatient			X		
CPAS and CFC: Personal assistance services		X			
Dermatology Procedures			X		

Nursing Facility: Activities	X					
Nursing Facility: Dental services	X					
Nursing Facility: Dietary services	X					
Nursing Facility: Laboratory, radiology and other diagnostic testing	X					
Nursing Facility: Nursing services	X					
Nursing Facility: Pharmaceutical services	X					
Nursing Facility: Physician services	X					
Nursing Facility: Social work	X					
Nursing Facility: Specialized rehabilitation	X					
Observation Stay up to 24 h					X	
Occupational Therapy					X	
Oral Surgery Adult					X	
Oral Surgery Child					X	
Outpatient hospital care (non-emergent)					X	
Outpatient Rehabilitative services					X	
Outpatient Surgery (Ambulatory Surgery Center)					X	
Oxygen			X			
Oxygen (w/o HCPCS)			X			
PACE: Day health care			X			
PACE: In-home care			X			
PACE: Meals			X			
PACE: Medical specialty services (podiatry, psychiatry, dentistry, optometry and audiology)					X	
PACE: Nursing care			X			
PACE: Personal care			X			
PACE: Recreation			X			
PACE: Rehabilitation					X	
PACE: Social work			X			
PACE: Transportation			X			
Pain Management Procedures					X	
Physical Therapy					X	
Plastic and Restorative Surgery--inpatient	X					
Plastic and Restorative Surgery--outpatient					X	
Proton Therapy Treatment					X	
Pulmonary Rehab					X	
Rehabilitation Services (Acute)	X					
Sleep Studies /Sleep Apnea Studies					X	
Speech Therapy--outpatient					X	
Transplants	X					
Transplants Pre and Post Transplant Services	X					
Transplants Pre and Post Transplant Services--outpatient					X	

MH/SUD

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Acute Care Services	X				
Alcohol and/or drug assessment			X		
Ambulatory detoxification			X		
Biofeedback			X		
Drug Testing		X			
Electroconvulsive therapy (ECT)--outpatient			X		
Evaluation and Management-Outpatient			X		
Family Psycho-Educational Therapy			X		
Family Therapy--outpatient			X		
Group therapy--outpatient			X		
Group therapy--outpatient			X		
Health Behavior Assessment			X		
Health Behavior Reassessment			X		
Individual Psycho-Educational Therapy			X		
Individual therapy--outpatient			X		
Individual therapy--outpatient			X		
Inpatient ASAM 4.0	X				
Inpatient Detoxification--hospital	X				
Inpatient Detoxification-IMD (Licensed Intermediate Care Facilities for Addictions in Maryland)	X				
Intensive outpatient (IOP)			X		
Intensive Outpatient (IOP)--ASAM 2.1			X		
Laboratory Services		X			
Laboratory Services		X			
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)			X		
MAT Initial Intake (Evaluation and Management, Including Rx)			X		
MAT Ongoing (Evaluation and Management, including Rx)			X		
Mental health assessment			X		
Mental health reassessment			X		

Mobile treatment-Assertive community treatment (ACT)		X		
Mobile treatment-non-ACT		X		
Multiple family group therapy			X	
Not Applicable				X
Nursing Facility: MH Services	X			
Nursing Facility: SUD services	X			
Opioid Treatment Program (OTP) services - including med management			X	
Partial hospitalization (PHP)			X	
Partial Hospitalization (PHP)--ASAM 2.5			X	
Psychiatric Rehabilitation Services			X	
Psychological or neuropsychological testing and evaluation			X	
Residential SUD Treatment--ASAM 3.1	X			
Residential SUD Treatment--ASAM 3.3	X			
Residential SUD Treatment--ASAM 3.5	X			
Residential SUD Treatment--ASAM 3.7	X			
Residential SUD Treatment--ASAM 3.7WM (Licensed ASAM 3.7D in Maryland)	X			
Residential Treatment Centers	X			
Special Psychiatric Hospital	X			
Targeted Case Management		X		
Therapeutic Behavioral Services			X	
Transcranial Magnetic Stimulation (TMS)			X	
Traumatic Brain Injury (TBI) Day Habilitation			X	

Benefits
Prior Authorization/Pre-Authorization

Benefit	Med/Surg	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
(2) Diagnostic services (oral exams, x-rays, etc.) - Clinic;				X		
(2) Preventive services (semiannual cleanings, fluoride, etc.) - OP OR/ASC;			X			
(3) Diagnostic services (oral exams, x-rays, sealants, etc.) - Clinic;				X		
(3) Restorative services (fillings, crowns, etc) - Clinic;				X		
(4) Diagnostic services (oral exams, x-rays, sealants, etc.) - OP OR/ASC;			X			
(4) Endodontic services (root canals, etc.) - Clinic;				X		
(5) Periodontal services (scaling, full mouth debridement, etc.) - Clinic;				X		
(5) Restorative services (fillings, crowns, etc) - Clinic;				X		
(6) Prosthodontics (adjustment of dentures, etc.) - Clinic;				X		
(6) Restorative services (fillings, crowns, etc) - OP OR/ASC;			X			
(7) Endodontic services (root canals, etc.) - Clinic;				X		
(7) Oral and Maxillofacial surgery services (extractions, etc.) - Clinic; and				X		
(8) Endodontic services (root canals, etc.) - OP OR/ASC;			X			
(9) Periodontal services (scaling, full mouth debridement, etc.) - Clinic;				X		
(10) Periodontal services (scaling, full mouth debridement, etc.) - OP OR/ASC;			X			
(11) Prosthodontics (dentures, etc.) - Clinic;				X		
(12) Prosthodontics (dentures, etc.) - OP OR/ASC;			X			
(13) Oral and Maxillofacial surgery services (extractions, etc.) - Clinic;				X		
(14) Oral and Maxillofacial surgery services (extractions, etc.) - OP OR/ASC;			X			
(15) Orthodontic services - Clinic;				X		
(17) Anesthesia - OP OR/ASC.			X			
1915c: certified Nursing Assistant/Home Health Aide			X			
1915c: nursing (private duty) (21+ years of age)			X			
Amputations--outpatient				X		
Applied Behavior Analysis (autism services)--primarily in-home			X			
Autism: adult life planning			X			
Autism: Environmental accessibility adaption			X			
Autism: Family leave (retainer day)			X			
Autism: family training			X			
Autism: Intensive individual support services			X			
Autism: Residential habilitation (regular and intensive)			X			
Autism: Respite care			X			
Autism: Therapeutic integration (regular and intensive)			X			
Bariatric Surgery		X				
Brain Injury: Day habilitation			X			
Brain injury: Individual support services			X			
Brain injury: medical Day Care			X			
Brain Injury: Residential habilitation			X			
Brain injury: Supported employment			X			
Bypass surgery--outpatient				X		
Cardiac Procedures (non-emergent)--outpatient				X		
Cardiac Rehabilitation				X		
CFC: Accessibility adaptations			X			
CFC: assistive technology			X			
CFC: Consumer training			X			
CFC: environmental assessments			X			
CFC: home delivered meals			X			
CFC: Personal emergency response system			X			
CFC: Transition services			X			
Chemotherapy--outpatient				X		
Corrective Surgery--outpatient				X		
CPAS and CFC: Nurse monitoring			X			
CPAS and CFC: Personal assistance services			X			
Dermatology Procedures				X		
Diagnostic and X-ray services: CT--outpatient				X		
Diagnostic and X-ray services: MRI--outpatient				X		
Diagnostic and X-ray services: PET--outpatient				X		
DME/DMS Alternative Approach--Full category; need to identify any NQTLs that apply to any DME/DMS under the broad category. Description of NQTL factors should be more detailed.			X			
Durable Medical Equipment (DME)/Disposable Medical Supplies (DMS)			X			
EPSDT: Nursing services (Registered Nurse, Licensed Practical Nurse, Certified Nursing Assistant-Certified Medication Technician)			X			
FFS M/S Drug						X
Gender affirmation surgery		X				
Genetic Testing			X			
Grafts/Implants--outpatient				X		
HCBS: Assisted living			X			
HCBS: Behavioral consultation			X			

HCBS: behavioral consultation						X
HCBS: family training			X			
HCBS: Medical Day Care			X			
HCBS: Nutritionist/Dietician			X			
HCBS: nutritionist/Dietician						X
HH: Home Health Aide			X			
HH: Occupational therapy			X			
HH: physical therapy			X			
HH: registered Nurse			X			
HH: Speech therapy			X			
Home Health Services: occupational therapy			X			
Home Health Services: physical therapy			X			
Home Health Services: skilled nursing services			X			
Home Health Services: speech pathology services			X			
Hospice: Short-term inpatient care	X					
Hospice Care--Inpatient	X					
Hospital Care--inpatient	X					
Hyperbaric Oxygen Therapy						X
Hysterectomy	X					
ICS: Assisted living			X			
ICS: behavioral consultation			X			
ICS: Behavioral consultation						X
ICS: Family training			X			
ICS: Medical Day Care			X			
ICS: Nutritionist/Dietician			X			
ICS: Nutritionist/Dietician						X
ICS: senior Center Plus			X			
Infusion/Maintenance Drug Infusion						X
Institutional Long Term Care/Skilled Nursing Facility (first 90 days)	X					
Investigational Surgeries/Clinical Trials--outpatient						X
MCO administered prescription drug						X
Neurosurgical procedures--outpatient						X
Nursing Facility: Activities	X					
Nursing Facility: Dental services	X					
Nursing Facility: Dietary services	X					
Nursing Facility: Laboratory, radiology and other diagnostic testing	X					
Nursing Facility: Nursing services	X					
Nursing Facility: Pharmaceutical services	X					
Nursing Facility: Physician services	X					
Nursing Facility: Social work	X					
Nursing Facility: Specialized rehabilitation	X					
Occupational Therapy						X
Oral Surgery Adult						X
Oral Surgery Child						X
Outpatient hospital care (non-emergent)						X
Outpatient Rehabilitative services						X
Outpatient Surgery (Ambulatory Surgery Center)						X
PACE: In-home care			X			
PACE: Meals			X			
PACE: Medical specialty services (podiatry, psychiatry, dentistry, optometry and audiology)						X
PACE: Nursing care			X			
PACE: Personal care			X			
PACE: Recreation			X			
PACE: Rehabilitation						X
PACE: Social work			X			
PACE: Transportation			X			
Pain Management Procedures						X
Physical Therapy						X
Plastic and Restorative Surgery--inpatient	X					
Plastic and Restorative Surgery--outpatient						X
Proton Therapy Treatment						X
Pulmonary Rehab						X
Rehabilitation Services (Acute)	X					
Sleep Studies /Sleep Apnea Studies						X
Speech Therapy--outpatient						X
Transplants	X					
Transplants Pre and Post Transplant Services	X					
Transplants Pre and Post Transplant Services--outpatient						X

MH/SUD

Benefit

Inpatient

Outpatient - Other

Outpatient - Office Based

Emergency Benefits

Prescription Drugs

Acute Care Services	X			
Ambulatory detoxification			X	
Biofeedback			X	
Electroconvulsive therapy (ECT)--outpatient			X	
Evaluation and Management-Outpatient			X	
Family Therapy--outpatient			X	
FFS MH Drug				X
FFS SUD Drug				X
Group therapy--outpatient			X	
Group therapy--outpatient			X	
Individual therapy--outpatient			X	
Individual therapy--outpatient			X	
Inpatient ASAM 4.0	X			
Inpatient Detoxification--hospital	X			
Inpatient Detoxification-IMD (Licensed Intermediate Care Facilities for Addictions in Maryland)	X			
Intensive outpatient (IOP)			X	
Intensive Outpatient (IOP)--ASAM 2.1			X	
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)			X	
MAT Initial Intake (Evaluation and Management, Including Rx)			X	
MAT Ongoing (Evaluation and Management, including Rx)			X	
Metadone Maintenance			X	
Mobile treatment-Assertive community treatment (ACT)		X		
Mobile treatment-non-ACT		X		
Multiple family group therapy			X	
Not Applicable		X		
Nursing Facility: MH Services	X			
Nursing Facility: SUD services	X			
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified			X	
Opioid Treatment Program (OTP) services - including med management			X	
Partial hospitalization (PHP)			X	
Partial Hospitalization (PHP)--ASAM 2.5			X	
Psychiatric Rehabilitation Services			X	
Psychological or neuropsychological testing and evaluation			X	
Residential SUD Treatment--ASAM 3.1	X			
Residential SUD Treatment--ASAM 3.3	X			
Residential SUD Treatment--ASAM 3.5	X			
Residential SUD Treatment--ASAM 3.7	X			
Residential SUD Treatment--ASAM 3.7WM (Licensed ASAM 3.7D in Maryland)	X			
Residential Treatment Centers	X			
Special Psychiatric Hospital	X			
Targeted Case Management		X		
Therapeutic Behavioral Services			X	
Transcranial Magnetic Stimulation (TMS)			X	
Traumatic Brain Injury (TBI) Day Habilitation			X	

**Factors
Prior Authorization/Pre-Authorization**

	Med/Surg					
Factor		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Claim types with high percentage of fraud			R	R		
clinical appropriateness/medical necessity						R
Current and projected demand for services						R
Elasticity of demand			R	R		R
Excessive utilization		R	R	R		R
fail first protocol						R
High variability in cost per episode of care			R	R		R
Lack of clinical efficiency of treatment or service						R
Medicare/Medicaid program participation eligibility		R	R			
medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee						R
Not Applicable		R	R	R		R
Provider discretion in determining diagnosis						R
Provider discretion in determining type or length of treatment						R
Recent medical cost escalation			R	R		R
Recognition of accreditation by certain accrediting bodies						R
Relative reimbursement rates			R	R		
Safety risks						R
Service type		R	R	R		
Severity or chronicity of an illness						R

	MH/SUD					
Factor		Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
an approval required from the department or its designee before a drug is dispensed						R
clinical appropriateness/medical necessity						R
fail first protocol						R
fiscal responsibility/cost effectiveness						C
High levels of variation in length of stay			R	R		
internal auditing for treatment compliance via concurrent review of treatment plans and medical documentation						C
Lack of clinical efficiency of treatment or service						C
Least restrictive appropriate level of care		R	R			
Least restrictive appropriate level of care				R		
Licensure, certification, accreditation and/or experience requirements for providers to join provider network						C
limitations on prescribing a drug based on the age of the participant						R
limitations on the daily, monthly or yearly quantity for which the drug can be prescribed to the participant						R
medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee						C
Not Applicable		R	R	R		
Safety risks						C
Service type			R	R		
Severity or chronicity of an illness		R	R	R		C
Variability in quality			R	R		

**Operation Measures
Prior Authorization/Pre-Authorization**

Measure	Med/Surg				
	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Addressing workforce shortage issues					X
Average denial rates for medical necessity for mental health and substance use disorder benefits, and medical/surgical benefits.	X				X
Average length of stay authorized per episode of care	X				
clinical criteria applied based on FDA labeling and requirements and official compendium					X
Complaint tracking (enrollees and providers)					X
Degree of discretion exercised by utilization review staff	X				X
evaluation of annual concurrent reviews and prior authorization reviews conducted on a quarterly basis		X			
Frequency that authorization requirements are waived	X				
Frequency with which reviews are conducted	X	X			
How the health plan verifies credentials of its staff conducting medical management/utilization review					X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers	X	X	X		X
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria	X				X
internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization					X
Length of time afforded for each review					X
Number of days or visits authorized per review	X				
services preauthorized not received monthly			X		
The expertise of the persons who make denial determinations and whether such decision-makers with respect to mental health, substance use disorder and medical/surgical benefits have comparable expertise.					X
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews					X
Utilization trends	X	X			X

Measure	MH/SUD				
	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Authorization Denial Rates for MH/SUD	X	X	X		
Authorization Denial Rates for MH/SUD		X	X		
clinical criteria applied based on FDA labeling and requirements and official compendium					X
Inter-rater reliability surveys for medical/surgical, mental health and substance use disorder reviewers	X	X	X		
Internal audit findings related to coverage determination consistency with the plan's medical necessity criteria	X	X	X		
internal monitoring of prior authorizations to determine compliance of treatment/service plans for drug efficacy based on concurrent review of treatment plans, service usage and drug utilization					X
Type and level of documentation (e.g., chart notes, lab results, treatment plans, etc.) the health plan requires from providers during reviews					X
Utilization trends					X

Benefits
Service limitations
Med/Surg

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
(1) Preventive services (cleanings, fluoride, etc.) - Clinic;			X		
(1) Preventive services (semiannual cleanings, fluoride, etc.) - Clinic;			X		
(2) Diagnostic services (oral exams, x-rays, etc.) - Clinic;			X		
(2) Preventive services (semiannual cleanings, fluoride, etc.) - OP OR/ASC;		X			
(3) Diagnostic services (oral exams, x-rays, sealants, etc.) - Clinic;			X		
(3) Restorative services (filings, crowns, etc.) - Clinic;			X		
(4) Diagnostic services (oral exams, x-rays, sealants, etc.) - OP OR/ASC;		X			
(4) Endodontic services (root canals, etc.) - Clinic;			X		
(5) Periodontal services (scaling, full mouth debridement, etc.) - Clinic;			X		
(5) Restorative services (filings, crowns, etc.) - Clinic;			X		
(6) Prosthodontics (adjustment of dentures, etc.) - Clinic;			X		
(6) Restorative services (filings, crowns, etc.) - OP OR/ASC;		X			
(7) Endodontic services (root canals, etc.) - Clinic;			X		
(7) Oral and Maxillofacial surgery services (extractions, etc.) - Clinic; and			X		
(8) Anesthesia - Clinic.			X		
(8) Endodontic services (root canals, etc.) - OP OR/ASC;		X			
(9) Periodontal services (scaling, full mouth debridement, etc.) - Clinic;			X		
(10) Periodontal services (scaling, full mouth debridement, etc.) - OP OR/ASC;		X			
(11) Prosthodontics (dentures, etc.) - Clinic;			X		
(12) Prosthodontics (dentures, etc.) - OP OR/ASC;		X			
(13) Oral and Maxillofacial surgery services (extractions, etc.) - Clinic;			X		
(14) Oral and Maxillofacial surgery services (extractions, etc.) - OP OR/ASC;		X			
(15) Orthodontic services - Clinic;			X		
(16) Anesthesia - Clinic; and			X		
(17) Anesthesia - OP OR/ASC.		X			
Applied Behavior Analysis (autism services)--primarily in-home		X			
Autism: adult life planning		X			
Autism: Family leave (retainer day)		X			
Autism: Intensive individual support services		X			
Autism: Residential habilitation (regular and intensive)		X			
Autism: Respite care		X			
Autism: Therapeutic integration (regular and intensive)		X			
CFC: home delivered meals		X			
CFC: Transition services		X			
CPAS and CFC: Personal assistance services		X			
Durable Medical Equipment (DME)/Disposable Medical Supplies (DMS)		X			
EPSDT: Nursing services (Registered Nurse, Licensed Practical Nurse, Certified Nursing Assistant-Certified Medication Technician)		X			
HCBS: Assisted living		X			
HCBS: case management		X			
HCBS: family training		X			
HCBS: Nutritionist/Dietician		X			
HH: Home Health Aide		X			
HH: Occupational therapy		X			
HH: physical therapy		X			
HH: Speech therapy		X			
Home Health Services: occupational therapy		X			
Home Health Services: physical therapy		X			
Hospice: home health and aide services		X			
Hospice: Medical appliances and supplies		X			
Hospice: Medical social services		X			
Hospice: nursing services		X			
ICS: Assisted living		X			
ICS: case management		X			

ICS: Family training		X
ICS: Nutritionist/Dietician		X
Not Applicable	X	
Oxygen		X
PACE: Day health care		X
PACE: In-home care		X
PACE: Meals		X
PACE: Nursing care		X
PACE: Personal care		X
PACE: Recreation		X
PACE: Social work		X
PACE: Transportation		X
Remote Patient Monitoring		X

MH/SUD

Benefit	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
Alcohol and/or drug assessment			X		
Ambulatory detoxification			X		
Biofeedback			X		
Evaluation and Management-Outpatient			X		
Family Psycho-Educational Therapy			X		
Family Therapy--outpatient			X		
Group therapy--outpatient			X		
Group therapy--outpatient			X		
Health Behavior Assessment			X		
Health Behavior Reassessment			X		
Individual therapy--outpatient			X		
Individual therapy--outpatient			X		
Intensive outpatient (IOP)			X		
Intensive Outpatient (IOP)--ASAM 2.1			X		
MAT Initial Induction: Alcohol/Drug Services; Medical/Somatic (Medical Intervention in Ambulatory Setting)			X		
MAT Initial Intake (Evaluation and Management, Including Rx)			X		
MAT Ongoing (Evaluation and Management, including Rx)			X		
Mental health assessment			X		
Mental health reassessment			X		
Methadone Maintenance			X		
Mobile treatment-Assertive community treatment (ACT)		X			
Mobile treatment-non-ACT		X			
Multiple family group therapy			X		
Not Applicable	X	X			
Ongoing services (Buprenorphine/Naloxone): Alcohol/Other Drug Abuse Services, Not Otherwise Specified			X		
Opioid Treatment Program (OTP) services - including med management			X		
Partial hospitalization (PHP)			X		
Partial Hospitalization (PHP)--ASAM 2.5			X		
Psychiatric Rehabilitation Services			X		
Psychological or neuropsychological testing and evaluation			X		
Targeted Case Management		X			
Therapeutic Behavioral Services			X		

**Factors
tiered drug formulary**

		Med/Surg				
	Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
	Claim types with high percentage of fraud					R
	clinical appropriateness/medical necessity					R
	Current and projected demand for services					R
	Elasticity of demand					R
	Excessive utilization					R
	fiscal responsibility/cost effectiveness					R
	Lack of adherence to quality standards					R
	Lack of clinical efficiency of treatment or service					R
	medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee					R
	Provider discretion in determining diagnosis					R
	Provider discretion in determining type or length of treatment					R
	Recent medical cost escalation					R
	Recognition of accreditation by certain accrediting bodies					R
	Safety risks					R
	Severity or chronicity of an illness					R

		MH/SUD				
	Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
	clinical appropriateness/medical necessity					R
	Excessive utilization					R
	fiscal responsibility/cost effectiveness					R
	medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee					R

**Sources
tiered drug formulary**

	Med/Surg				
Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. Claim types with high percentage of fraud					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
2. clinical appropriateness/medical necessity					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
3. Current and projected demand for services					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
4. Elasticity of demand					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
5. Excessive utilization					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
6. fiscal responsibility/cost effectiveness					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
7. Lack of adherence to quality standards					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
8. Lack of clinical efficiency of treatment or service					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis National accreditation standards State and Federal requirements
9. medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
10. Provider discretion in determining diagnosis					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
11. Provider discretion in determining type or length of treatment					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
12. Recent medical cost escalation					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
13. Recognition of accreditation by certain accrediting bodies					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
14. Safety risks					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements
15. Severity or chronicity of an illness					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews National accreditation standards State and Federal requirements

	MH/SUD				
Factor	Inpatient	Outpatient - Other	Outpatient - Office Based	Emergency Benefits	Prescription Drugs
1. clinical appropriateness/medical necessity					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Medical expert reviews
2. Excessive utilization					Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits Internal claims analysis Internal market and competitive analysis Medical expert reviews Medicare physician fee schedules

3. fiscal responsibility/cost effectiveness

4. medication status on preferred drug list (PDL) as determined by the preferred drug program via recommendations by the P&T committee

National accreditation standards

State and Federal requirements

Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

Medical expert reviews

Evidentiary standards, including any published standards as well as internal plan or issuer standards, relied upon to define the factors triggering the application of an NQTL to benefits

Medical expert reviews

State and Federal requirements