

Subject: Senior Clinical Review Specialist (SCRS)
Orientation Schedule
(Referral cases and ASAC Review)

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Purpose: To provide adequate training to a new Senior Clinical Review Specialist

Standards:

Week 1

Must be familiar with Corporate Policies & Procedures & Confidentiality.
Must be familiar with pertinent QIO Manual Guidelines.
Must know PROvantage.
Must understand Internal Quality Control (IQC) Process.
Must demonstrate clear understanding of the Interqual criteria and the review processes.

Week 2

Must be able to apply correctly the Interqual criteria (ISD & ISP Criteria).
Must be familiar with all types of reviews and letters generated in Mandatory Review.

Week 3

Must be able to process different types of referrals and ASAC Review.
Must be able to draft all types of letters.
Must demonstrate strong ability in decision making.
Must work independently with accuracy under time constraint.

Responsibility:

Action

Week 1

HR

HR orientation on Corporate Policies & Procedures & Confidentiality

Manager

Reiterates CMRI's Confidentiality Policy.
Provides overview of Mandatory Review processes.
Gives out reference materials: Interqual criteria, QIO manual and written procedures for the different review processes.
Familiarizes SCRS to area and Physician Review (PR) room.
Introduces SCRS to PR's and Assistant Medical Director (AMD) and familiarizes to areas in AMD office.
Introduces SCRS to other CMRI staff.

Information System Specialist

Gives SCRS orientation to PROvantage and CRUS.

Manager

Reviews PROvantage with SCRS (Doc tracking, Importing of cases and data entry of review results).

SCRS

Practices PROvantage.

Manager	<p>Discusses the review processes:</p> <ol style="list-style-type: none"> 1. SCRS review - Types of review <ul style="list-style-type: none"> Validation of the following: <ol style="list-style-type: none"> a. Admission necessity. b. Continued stay necessity. c. Quality of care. d. Procedure necessity. e. Readmissions. <p>Explains how to use Interqual criteria (ISD & ISP Criteria).</p>
SCRS	Familiarizes self with Interqual criteria.
Manager	<p>Discusses the PR review process.</p> <p>Explains the PR review process, NPC, response and final determination.</p> <p>Explains the reconsideration process.</p> <p>Gives SCRS practice charts (two for each review reason - Admission, Continued stay, QA and Procedure necessity).</p> <p>Monitors completed cases and reviews SCRS's determination.</p> <p>Discusses findings with SCRS.</p> <p>Gives examples of letters generated during the review processes:</p> <ol style="list-style-type: none"> 1. MR request 2. NPC 3. Final letters: <ol style="list-style-type: none"> a. Admission denial b. Continued stay denial c. QA d. Readmission results 4. Reconsideration letters 5. Reports to referring agency <p>Explains to SCRS when these letters are used.</p>
SCRS	Familiarizes self with the different types of letters.
Manager	Gives feedback to SCRS regarding progress.
<i>Week 2</i>	
Manager	<p>Gives an overview of CRUS.</p> <p>Shows SCRS different screens in CRUS.</p>
SCRS	Familiarizes self with CRUS.
Manager	<p>Gives overview of the different types of referrals (OIG, CMS, FI/Carrier, Other referrals, including anonymous complaints) and ASAC Review.</p> <p>Explains in detail the above reviews (Procedure Manual).</p>
SCRS	Studies Procedure Manual.

Week 3

Manager

Gives SCRS example of referral cases and ASAC review that have been completed.
Explains in detail all letters generated for these reviews.
Gives SCRS examples of each letter generated.

SCRS

Studies the different types of letters.
Practices to process referral cases and ASAC Review and drafts different types of letters.

Manager

Checks and monitors referral cases and letters generated by SCRS.
Discusses findings with SCRS.
Gives feedback to SCRS regarding progress.