



Psychotropic Medication Utilization Review (PMUR) Process for STAR Health Members

FAQ and Stakeholder Manual

Superior HealthPlan

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STAR Health Medication Monitoring Program

Q: What indicators does Superior use to screen foster children in a PMUR?

A: Children who have received treatment with a psychotropic medication(s) for 60 days or more that falls into the following categories:

- Children under the age of 5 years consistent with the [HHSC parameters](#).
- Any child whose medication regimen appears to have class polypharmacy as defined by:
 - 2 or more concomitant stimulant medications.
 - 2 or more concomitant alpha agonists.
 - 2 or more concomitant antidepressants.
 - 2 or more concomitant antipsychotics.
 - 3 or more concomitant mood stabilizers.
- Any child with 4 or more psychotropic medications.

Q: Where can I find the HHSC Psychotropic Medication Utilization Parameters?

A: You can find them at the following link: [HHSC parameters](#)

Q: What are ways PMURs can be triggered?

A: Health Screening – Superior Service Managers and Coordinators do comprehensive screens on foster children and identify medication regimens which appear to be outside the HHSC Psychotropic Medication Utilization Parameters.

Automated Pharmacy Claims Data – Superior has collaborated with HHSC to develop an automated screening program using pharmacy claims information to identify to identify foster children who have medication regimens which may fall outside the HHSC Psychotropic Medication Utilization Parameters.

External Request – CPS Nurse Consultants, other CPS staff, CASAs, children’s caregivers, attorneys, residential childcare providers and other interested parties can request a medication review.

Court Request – Judges having jurisdiction over CPS cases can request a PMUR to answer questions about a foster child’s medication regimen.

Requests for PMURs

Q: How do I request a PMUR for a foster child?

A: Requests for PMUR can be directed to a the TXFC_PMUR@SuperiorHealthPlan.com inbox. Please include member name, DOB, Medicaid ID, and any specific concerns in the request.

Q: What are the reasons that all requests do not result in a PMUR intervention?

A: A PMUR is intended to retrospectively review stable medication regimens. Sometimes a child’s situation is unstable and a PMUR is not appropriate at that time. In the following circumstances the PMUR team will follow the case and initiate a PMUR intervention once stability has been achieved:

1. Hospitalization less than 60 days ago.
2. Enrolled in STAR Health less than 60 days ago.
3. Prescriber change less than 60 days ago.
4. Significant medication change less than 60 days ago.



There are many instances where Superior may be able to answer questions about medication usage and the HHSC Psychotropic Medication Utilization Parameters without the need for a PMUR intervention. The PMUR process can take 2-3 weeks to complete. Waiting for a PMUR intervention can delay needed treatment or change in medications. The treating physician should be made aware of any concerns about side effects immediately to take any necessary action.

In addition, the Superior Service Manager will direct the requestor to the prescriber under certain circumstances. These include:

1. If the CPS staff, medical consentor, caregiver or other individual has questions about why a specific medication was prescribed by the prescriber.
2. If the medication regimen and dosages of medications prescribed are clearly within the HHSC Psychotropic Medication Utilization Parameters.
3. If the CPS staff, medical consentor, caregiver or other individual has questions about medication side effects, wants to stop a particular medication, or does not think the medication is needed.
4. If there are questions about giving consent for new medications or changes in
5. medication doses recommended by the child's treating prescriber.
6. Requests made because the medication does not appear in the HHSC Psychotropic Medication Utilization Parameters.
7. Concerns about giving consent for new medications or changes in medication doses while foster children are in treatment at a psychiatric hospital.

Q: What types of interventions can result from the PMUR process?

A: There are three options within the PMUR process that are individualized based on the child's circumstances.

1. PMUR Initial Notification – Behavioral health clinician reviews prescription, medical, and behavioral claims then relays information to pertinent prescribers that the regimen is outside of parameters.
2. Initial PMUR Report - Pediatric psychiatrist reviews prescription, medical, and behavioral claims to make a determination about the regimen and offer considerations to the prescriber(s).
3. Repeat PMUR Report - Pediatric psychiatrist reviews available clinical notes, prescription, medical, and behavioral claims to make a determination about the regimen and offer considerations to the prescriber(s); may include peer to peer call.

Q: What other resources do CPS staff members have when they have questions about medications?

A: The CPS Regional Nurse Consultants can also assist with medication questions, and consent issues. The CPS Nurse Consultants can make referrals to Superior to review for PMUR intervention, if needed.

Q: If I'm a CPS Caseworker, and I'm going to court can I get a PMUR report for court?

A: Superior will attempt to complete PMURs requested by caseworkers for status, permanency and placement hearings. If the medication review is "court ordered," the Superior Service Manager will ask for a copy of the court documents to ensure the court's concerns are addressed in the report and will submit to the requestor a copy of the final PMUR report to be used in court. Upon



request, the Superior Service Manager has 3 business days to gather needed information to submit the PMUR request for review. If there is not enough information, the process could be delayed. Extension to the 3-day deadline may be granted if prescriber notes are not obtained within this timeframe. Please note that Superior will make every effort to expedite a PMUR request for court, but we cannot guarantee completion of requests received less than 3 business days from the court date.

If one of the following special circumstances is documented in the court order, the requestor will be advised of the appropriate course of action:

- If the court order is requesting a “second opinion” psychiatric evaluation, then the Superior Service Manager will document the request and transfer the caller to Superior Care Coordination for a referral to an in-network psychiatrist.
- If the court order is requesting a “second opinion” psychiatric evaluation or medication review *outside* of the STAR Health network, the Service Manager will advise the caller that evaluations outside the STAR Health network are not a covered benefit even with court order. Psychiatric re-evaluations under these circumstances are the responsibility of DFPS.

Obtaining the PMUR Results

Q: If I've requested a PMUR intervention, how will I get a copy?

A: The PMUR intervention will be posted to Health Passport within approximately 7 business days of completion. PMUR reports can be found in Health Passport under the “Assessments” tab on the navigation panel of the left side of the screen, then select “Behavioral.” There will be a few choices under “Assessment Name” that will appear. Select “Psychotropic Medication Utilization Review” to view the desired PMUR. You will be able to retrieve and review the most current as well as all other previous PMURs on file.

Q: If I contact a Superior Service Manager and my request does not result in a PMUR intervention, can I get documentation that the medication regimen was reviewed?

A: All PMUR requests will result in either a PMUR intervention or PMUR Screening Notification that will be posted to Health Passport.

PMUR Determinations

An Initial or Repeat PMUR report will contain a formal determination about the foster child's medication regimen. The possible determinations are as follows:

- Medication regimen within Parameters.
- Medication regimen outside Parameters. Medication regimen reviewed and found to be within the standard of care.
- Medication regimen outside Parameters, and there is opportunity to reduce polypharmacy.
- Medication regimen is outside Parameters, and there is risk for or evidence of significant side effects.

Q: How can the PMUR determination be “within Parameters” when the medication prescribed does not appear in the HHSC Parameters?

A: The HHSC Parameters clearly indicate that not all medications or doses which can be prescribed to treat childhood mental health disorders are included. Since the Parameters were



published, new medications have been developed, and many medications have been approved for other uses, and younger age groups. The Parameters are routinely revised, but even the most updated version will not be all inclusive.

Q: I have read the PMUR report, and I don't understand what "outside Parameters but within the standard of care" means?

A: There are times when the child's diagnosis or combination of diagnoses may require the use of multiple medications or doses of medications which fall outside the dosing guidelines described in the current Parameters. This determination is made based on a review of the current accepted treatments, and the individual child's medical record, symptom severity, peer-peer contact, the prescriber's reasons for choosing the medications, and weighing the benefits versus risks.

Q: If the determination made is "outside Parameters, and there is opportunity to reduce polypharmacy" should the extra medication(s) be stopped?

A: If this determination is made, Superior encourages CPS staff, medical consenters, caregivers or other interested parties NOT to stop any medications unless directed by the prescriber. Quickly changing or stopping medication can have serious side consequences, and side effects more severe than just continuing the medications. It may take days to weeks to safely stop or change medications, and Superior will work with the treating prescriber and will review cases with this determination on an ongoing basis to see if the medications have been reduced.

Q: What happens when the determination is "outside Parameters, and there is risk for or evidence of serious side effects"?

A: In these cases, the DFPS Medical Director is notified, so that specific actions can be planned. Again, Superior emphasizes that any medication(s) should NOT be stopped unless directed by a physician. A Superior Service Coordinator can assist in finding a new treating physician, if necessary.

Quality of Care Concerns

Q: How does Superior handle quality of care concerns identified through the PMUR process?

A: Prescribers who appear to consistently prescribe "outside Parameters, and there is an opportunity to reduce polypharmacy" or "outside Parameters and there is risk for or evidence of significant side effects" are referred to the Quality-of-Care review process. Additional records will be requested, and the cases reviewed in detail. If over-prescribing or dangerous prescribing is identified as a pervasive pattern, the cases and prescriber will be referred to the Credentialing Committee for further investigation, and action. Please note the results of Quality Improvement and Credentialing Committee investigations and actions are confidential and may not be released to or discussed with the public.

Q: What response will I receive when I submit a QOC?

A: You will receive an acknowledgement in writing within 5 business days and a thorough investigation of the concern will be conducted; however, results of the Quality Improvement and Credentialing Committee investigations and actions are confidential. The results may not be released to or discussed with the public, or the person filing the concern. All QOC issues are tracked and trended. Any practitioner showing a pattern or trend may be placed on corrective action and/or face disciplinary action up to and including termination, if warranted.