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

**FAQ and Stakeholder Manual**

Cenpatico/SHPN

Updated July 2015

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Have Questions?  
Call us at 1-866-218-8263

[www.cenpatico.com](http://www.cenpatico.com)



## The STAR Health Medication Monitoring Program

Q: What indicators does Cenpatico/SHPN 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:

- All children under the age of 4 years
- 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 (polypharmacy)

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

A: You can find them at the following link:

[http://www.dfps.state.tx.us/documents/Child\\_Protection/pdf/TxFosterCareParameters-September2013.pdf](http://www.dfps.state.tx.us/documents/Child_Protection/pdf/TxFosterCareParameters-September2013.pdf)

Q: What are ways PMURs can be triggered?

A: Health Screening – SHPN/Cenpatico Service Managers do comprehensive screens on foster children and identify medication regimens which appear to be outside the DFPS Psychotropic Utilization Parameters

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

External Request – CPS Nurse Consultants, other CPS staff, CASAs, children's caregivers, attorneys, residential child care 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 Cenpatico Service Manager based on the foster child's placement region

DFPS Regions	Cenpatico Contact
3, 4, 7, 8	Michelle Perez-Vega, LCSW Behavioral Health Service Manager Cenpatico 1-866-534-5946 x 42709 <a href="mailto:mvega@cenpatico.com">mvega@cenpatico.com</a>

DFPS Regions	Cenpatico Contact
5, 6, 11	Aaron Sanborn, M.Ed., LPC-S Behavioral Health Service Manager Cenpatico 1-866-534-5946 x 42652 <a href="mailto:asanborn@cenpatico.com">asanborn@cenpatico.com</a>

DFPS Regions	Cenpatico Contact
1, 2, 9, 10	Bill Mallory, MA, LPC Behavioral Health Service Manager Cenpatico 1-866-534-5946 x 42105 <a href="mailto:wmallory@cenpatico.com">wmallory@cenpatico.com</a>



Q: Will all requests result in a formal PMUR report?

A: No. There are many instances where Cenpatico may be able to answer questions about medication usage and the DFPS Psychotropic Medication Utilization Parameters without the need for formal PMUR. In addition, the Cenpatico 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 physician.
2. If the medication regimen and dosages of medications prescribed are clearly within the DFPS 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 medication doses recommended by the child's treating physician.
5. Requests made because the medication does not appear in the DFPS Psychotropic Medication Utilization Parameters for Foster Children (2013).
6. Concerns about giving consent for new medications or changes in medication doses while foster children are in treatment at a psychiatric hospital.

Q: Why won't all the requests result in a formal PMUR report?

A: Cenpatico encourages CPS staff, medical consentors and caregivers to contact the treating physician directly with questions about why a specific medication or dosage was prescribed. Only the treating physician can answer why the specific medication was prescribed based on the foster child's problems and symptoms. More importantly, the PMUR process can take 2-3 weeks to complete, and waiting for the formal PMUR report 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.



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 Cenpatico to initiate a PMUR investigation, if needed.

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

A: Cenpatico will attempt to complete PMURs requested by caseworkers for status, permanency and placement hearings. If the medication review is "court ordered," the Cenpatico 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 court a copy of the final PMUR report. Upon request, the Cenpatico Service Manager has 3 business days to gather needed information to submit the PMUR request for review. Extension to the 3 day deadline may be granted if physician notes are not obtained within this timeframe. The Cenpatico Medical Director will review the information and forward to the consultant child psychiatrist. If there is not enough information, the process could be delayed. The consultant has 10 business days to attempt peer-peer contact with the treating physician, and complete the PMUR report. Please note that Cenpatico 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:

- 1) If the court order is requesting a "second opinion" psychiatric evaluation, then the Service Manager will document the request and transfer the caller to Cenpatico Care Coordination for a referral to an in-network psychiatrist.
- 2) 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 formal PMUR report, how will I get a copy of the report?

A: The Cenpatico Service Managers will send a copy of the completed formal PMUR report to the CPS Caseworker, Regional Nurse Consultant, Medical Administration, and DFPS Medical Director. In addition, the PMUR report 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" which will be underneath "Superior Member Services Plan". 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 speak to a Cenpatico Service Manager and my request does not result in a formal PMUR report, can I get documentation that the medication regimen was reviewed?

A: Please notify the Cenpatico Service Manager that you need documentation that the child's medication regimen was reviewed, and provide your contact information. The Cenpatico Service Manager will send you a letter advising that the child's medication regimen was reviewed but did not meet criteria for a formal review within 3 business days.

## PMUR Determinations

The 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 DFPS Parameters?

A: The DFPS 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 in 2013, new medications have been developed, and many medications have been recently approved for other uses, and younger age groups. The Parameters have been revised, but even the updated September 2013 Parameters will not contain all medications or doses which can be prescribed to treat childhood mental health disorders.

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 be stopped?

A: If this determination is made as a result of the PMUR process, Cenpatico encourages CPS staff, medical consenters, caregivers or other interested parties NOT to stop any medications unless directed by a physician. 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 Cenpatico will work with the treating physician 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, Cenpatico emphasizes that any medication(s) should NOT be stopped unless directed by a physician. Cenpatico Service Management can assist in finding a new treating physician if necessary.



## Quality of Care Concerns

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

A: Physicians 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 physician 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.