

	Title: Inter-Rater Reliability	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 05/18/2018

Purpose: To evaluate the consistent application of standardized prior authorization criteria used by

Responsibility: Quality Improvement (QI)/Utilization Review (UR) Committee

Scope: Advantage Dental Services, LLC

Definitions: n/a

Forms: Inter Rater Reliability Audit Form

References: n/a

Policy: To ensure the prior authorization criteria are being utilized appropriately and consistently in making decisions to approve or deny prior authorization requests from providers and enrollees.

1. Sample Collection. A random sample of completed authorization requests from the previous quarter will be chosen by the designated auditor within 30 days of the end of each quarter. The sample size will be 1% of the preauthorization and referral records.
2. Sample Preparation. Each record will have all enrollee, reviewer and requesting provider information redacted (i.e. “blacked out”). The records will be sorted by reviewer name (the reviewer who made the initial determination).
3. The records for each reviewer will be given to a second reviewer. The second reviewer will make a determination for each record on whether the request should be approved or denied and document their decision and any justification for denial.
4. The results of the second reviewer’s determinations will be given to the designated auditor to compile the results. Any discrepancies between the initial review and the second review will be discussed by the review team, which includes the Case Management Supervisor and Vice President of Dental Services to determine appropriate corrective action.

Audit results will be provided to the QI/UR Committee for review.

Approvals:

Date: 05/18/2018

Approved by:
Melissa Mitchell (Director of Production), Director of Production, Production

Reviewed and Revised:

03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak
05/14/2018	Tamara Kessler	Missy Mitchell	Rose Novak	