



## CCME Prior Authorization Review

We offer expert-level clinical analysis of State health care service requests and utilization, ensuring the right service is authorized for the right amount.

### Real Savings

**CCME is driven by ensuring quality clinical care.**

- For every dollar spent on the Prior Authorization (PA) Review Program in SFY2016, CCME “saved” the state of North Carolina \$5.61.
- Since 2009, North Carolina has a “saved” more than \$48 million for outpatient therapy services alone.
- Indirect savings is due to the “sentinel effect.” The direct measure of this benefit is “cost avoidance,” the dollar value of services not authorized relative to the cost of CCME rendering the PA review service.

### Real Outcomes

**Based on Reliable Decision-Making.**

- For the NC SFY2015 & 2016, CCME performed more than 236,000 PA requests; 99.97% were completed on time.
- Fewer than 3% of our adverse decisions have been contested.
- More than 98% of our appeals are withdrawn without formal hearings.
- Since 2009, no decisions have been overturned by the Office of Administrative Hearings.

### Real Performance

**Delivered By the Right Clinical Experts and Technology Solution.**

- A secure and reliable web-based portal.
- Clinicians and analysts who identify potential program integrity concerns, assess for outlier activity and patterns, and perform trends analysis.
- Licensed staff who have direct clinical experience for your service needs and offer in-depth provider education.
- A forward-thinking approach that allows us to recognize and provide recommendations regarding over-utilization trends and potential policy gaps.
- A fully equipped program ready for implementation and system updates as your needs evolve.

For more information, please contact **Amy McKenna, MSPT**, CCME manager of prior authorization, at **919-461-5563** or **amckenna@thecarolinascenter.org**.



### Empowering Excellence, Improving Care

Since the 1980s, CCME has partnered with health care entities and consumers to create healthier communities. Our work in quality improvement initiatives, Medicaid review and cost reduction services, health information technology, and data analytics have made a meaningful difference in how providers deliver care and how patients receive care.

For more information, visit:  
[www.thecarolinascenter.org](http://www.thecarolinascenter.org).

