

UnitedHealthcare Clinical Services Medical Management Operational Policy

Title

UCSMM.02.12 Performance Assessment and Incentives

Applicability

UnitedHealthcare Clinical Services Medical Management (**UCSMM**) Program

Statement

Formal annual performance assessment will include a review of the quality of an individual staff member's work product, any relevant documentation produced by the staff member as well as their ability to implement program operations and the use of support tools.

The utilization management program will not hire, promote or terminate staff members based on a perceived or actual possibility for making an adverse determination of benefit coverage. Staff members will not receive financial incentives based on consumer utilization of healthcare services. Staff members will be considered for performance rewards in accordance with corporate performance rewards programs.

Purpose

- To ensure formal documented feedback to staff members regarding the quality of their work
- To prevent compromise of healthcare services resulting from staff incentive to reduce utilization
- To maximize performance in a culture of accountability, engaging work, and highly driven performance

Definitions

Refer to **UCSMM** ~~UnitedHealthcare Clinical Services Medical Management~~ [Approved Definitions](#) which are maintained in accordance with operational policy UCSMM.01.11 Document Oversight and Adherence.

Policy Provisions

PROCEDURAL GUIDELINES for POLICY COMPLIANCE

A. Performance Evaluation and Remediation

1. Managers and their direct reporting staff members participate in the performance review process in accordance with HRdirect policy and procedures.
 - i. Timeframes: Annually and as needed.
 - ii. Confidentiality: consistent with corporate policy, the employee's manager and human resources have access to an employee's performance evaluation.
 - iii. Performance Evaluation and Discussion: Manager uses corporate human resources tool to document and rate performance including any relevant documentation produced by the employee; results of discussion regarding the performance evaluation that takes place between manager and employee.
2. Managers and their direct reporting staff members participate in HRdirect Corrective Action Process policy and procedures when performance remediation is required.

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B. Telecommuting

1. **The UCSMM** ~~UnitedHealthcare Clinical Services~~ telecommuting procedures will comply with corporate policy.
2. **The UCSMM** ~~UnitedHealthcare Clinical Services~~ may provide more stringent criteria for screening telecommuting applicants and providing approval for telecommuting.
3. Telecommuter performance requirements will be clearly defined and monitored to ensure required standards are met.
4. **The UCSMM** ~~UnitedHealthcare Clinical Services~~ will ensure there are guidelines in place for system outage or downtime to oversee potential work stoppage for work at home staff members.

C. Performance Incentive Process

1. Managers will comply with human resources policy and financial incentive programs to reward performance in meeting business goals.
2. Staff members and practitioners involved in clinical or administrative review will not be given incentive to make determinations that result in underutilization, nor rewarded for issuing non-approval or non-certification determinations.

APPLICABLE ACCREDITATION STANDARDS

- ~~URAC v3.2: Core 29 (a, b) Staff Assessment Program~~
- ~~URAC v3.2: Core 33 Financial Incentive Policy~~
- **URAC v8.1: CPE-HP: 3: Financial Incentives, CPE-HP 3-1: Monitoring Financial Incentives**
- NCQA **2023** 2022: MED 9 UM Decisions About Payment and Services - E. Affirmative Statement About Incentives (E.1,E.2, E.3)

More stringent/restrictive applicable state/federal laws/regulations/contracts will take precedence over UnitedHealthcare Clinical Services Medical Management Policy.

2023 UCSMM Policy Revisions

Policy Number/Title	Revisions
UCSMM.02.12 Performance Assessment and Incentives	<p>B. Telecommuting</p> <p>Section B-- revised staff reference from UnitedHealthcare Clinical Services to UnitedHealthcare Clinical Services Medical Management (UCSMM) for consistency in how staff is referenced.</p> <p>Applicable Accreditation Standards: Updated URAC and NCQA standards</p>