

Controlled Substance Utilization

Promoting Safe, Responsible Prescribing and Use of Controlled Substances

Innovative Care Management's Controlled Substance Utilization services support plans in promoting **safe and responsible use of controlled substances** through clinical oversight and coordinated intervention.

We help plans identify concerning patterns early, coordinate with prescribing providers, and connect members with appropriate clinical resources when needed. This approach supports member safety while helping plans manage the risks and costs associated with inappropriate controlled substance utilization.

How We Do It

ICM takes a **proactive and coordinated approach** to controlled substance monitoring. By reviewing utilization patterns, collaborating with prescribing physicians, and working with plans to implement safeguards, ICM helps ensure controlled substances are used safely and appropriately.

Plan Consultation and Program Design

ICM works with the health plan and vendor partners to recommend plan language and program safeguards that support effective controlled substance oversight.

Implementation of Safeguards

Plans may implement safeguards designed to reduce the risk of misuse, such as measures that limit the use of multiple prescribers or pharmacies.

Quarterly Utilization Reviews

ICM registered nurses conduct quarterly reviews to identify high-risk narcotic utilization patterns and unusual prescribing behavior.

Clinical Evaluation of Flagged Cases

When potential high-risk patterns are identified, clinical documentation is reviewed to evaluate the medical necessity and appropriateness of ongoing prescriptions.

Provider Outreach and Care Coordination

ICM communicates directly with prescribing physicians to share findings and coordinate appropriate next steps when concerns arise.

Referrals to Additional Resources

When appropriate, members may be referred to additional clinical resources, including pain management services or chemical dependency treatment programs.

Through coordinated oversight and provider collaboration, ICM helps plans address potential misuse while ensuring members receive appropriate clinical support.



Case Study: Identifying High-Risk Prescribing Patterns and Supporting Safer Pain Management

A member receiving opioid medication for back pain began filling prescriptions more frequently than prescribed. When an early refill was denied, the member obtained an additional prescription from another provider and filled it at a different pharmacy.

During ICM's utilization review process, this prescribing pattern was flagged as a potential concern. An ICM nurse contacted the prescribing physicians to share the findings and coordinate care. Through this collaboration, the member's care team reviewed the treatment plan and explored alternative approaches to managing the member's pain.

The member was connected with appropriate pain management resources and received support in transitioning to a safer, coordinated treatment plan designed to better address the underlying condition while reducing the risk of medication misuse.

Case Study: Coordinating Care Following Extended Post-Surgical Opioid Use

During a quarterly utilization review, an ICM registered nurse identified a member who continued filling opioid prescriptions months after a surgical procedure.

ICM contacted the prescribing physician to review the member's current treatment plan. The physician had not been aware that the medication was still being filled and worked with ICM to reassess the member's pain management needs.

The member was referred to appropriate clinical resources and supportive services to help address ongoing symptoms and reduce reliance on opioid medication. This coordinated approach helped ensure the member received the care and support needed to continue recovery safely.