

Procedure

DEPARTMENT: Utilization Management	TITLE: Appeals
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Purpose

Providers and members have the right to appeal any determination made by Utilization Management. When an appeal is received, steps must be followed to ensure timely follow up and communication to the member and/or provider.

Procedure for Appeals

Appeals will be entered by customer service and routed to the Appeals and Grievance Coordinator (A&G Coordinator). Once the A&G Coordinator has completed the necessary steps, the request will be assigned to the UM Care Management Supervisor for review. The UM Care Management Supervisor will review the appeal and assign to the appropriate Medical Management RN.

Once assigned to the Medical Management RN, the ticket is to be accessed, the request reviewed, and prepared to be routed to the UM Medical Director or appropriate Board Certified Physician for appellate review.

For expedited reviews, the case is to be prepared and routed to the UM Medical Director or Board Certified Physician on the same day received. For standard reviews, the case is to be prepared and routed to the UM Medical Director or Board Certified Physician within one calendar day of receipt.

UM Medical Director or Board Certified Physician Determination of Appeal

Once the determination is made on the appeal, the UM Medical Director or Board Certified Physician will send an update to the Medical Management RN alerting of the determination.

If upheld, the Medical Management RN is to update the appeal ticket to include the determination and rationale provided by the UM Medical Director or Board Certified Physician. The ticket then needs assignment back to the A&G Coordinator to complete the process.

If overturned, the Medical Management RN is to create a new case within the utilization management software and indicate the auth type as “appeal.” The case is to then be completed within the system including the determination and rationale provided by the UM Medical Director or Board Certified Physician. The Medical Management RN then updates the appeal ticket to include the determination and rationale provided by the UM Medical Director or Board Certified Physician. The ticket then needs assignment back to the A&G Coordinator to complete the process.

Change Log

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1.0	New	7/21/2022	Courtney Gonzales	Initial creation

Appendices



Appeals Workflow
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