

Policy

DEPARTMENT: Utilization Management	POLICY#: UM - 015
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DEPENDENCIES:	

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Purpose

Longevity Health Plan has a Utilization Management Program that is available during normal business hours (8 am – 5 pm Eastern) to all members and providers and has customer service availability to providers and members after business hours. Disasters that may occur during or after business hours will be described in this policy. This policy will provide direction for the Utilization Management Department in the event of a disaster. A disaster may encompass any man-made or natural events that causes the business of Longevity Health Plan to be disrupted.

Definitions, Abbreviations, and Acronyms

Acronym	Meaning
LHP	Longevity Health Plan
UM	Utilization Management
Business Hours	Business Hours are defined as Monday through Friday 8 am to 5 pm Eastern time.
CMS	Centers for Medicare and Medicaid Services
IPA	Independent Physician Association
Disaster	A disaster may encompass any man-made or natural event that causes disruption to the business including pandemics, weather events, or other occurrences that may impact business systems, facilities, and/or services.

Scope

This policy covers all providers, including hospitals and skilled nursing facilities, all practitioners whether through direct contract with Longevity Health Plan or contracted through a delegated IPA and all IPAs.

Policy

In the event of a Presidential Emergency Declaration or major disaster declaration, a declaration of emergency or disaster by a Governor, or an announcement of a Public Health Emergency by the Secretary of Health and Human Services, the following will occur:

1. Allow Part A, B, and supplemental Part C plan benefits to be finished at specified non-contract facilities. Note: Part A and B benefits must be furnished at Medicare certified facilities.
2. Temporarily reduce plan-approved out-of-network cost sharing to in-network cost sharing amounts.
3. If the disaster or emergency time frame has not been closed in 30 days from the initial date of the declaration, and CMS has not indicated an end date to the disaster or emergency, the organization should resume normal operations 30 days from the initial declaration.
4. The UM Department will provide services to Longevity Health Plan's members, when possible, even when the normal business has been disrupted due to a natural or man-made disaster.
5. In addition, any applicable prior authorization requirements will be waived for the official time period of the disaster.

Refer to the Utilization Management Disaster Recovery Procedure



Change Log

Document Version	Major or Minor Revision?	Date	Name	Comments
NEW		8/3/2022	Courtney Gonzales	NEW

Appendices



UM Disaster
Recovery Procedure.