

# UM Criteria Distribution Statement

## Definitions:

“Normal business day” excludes weekends and holidays.

## Procedure:

### 1.0 Availability During Business Hours

- 1.1 Customer Service staff are available between 8:30 am and 4:30 pm during normal business days to receive inbound communications regarding UM issues.
  - 1.1.1 Customer Service staff responds to general UM inquiries, which may include fax, electronic or telephone communications including voicemail.
  - 1.1.2 Customer Service staff document inbound communications and their response.
  - 1.1.3 Customer Service staff triages and refers specific UM inbound communications to UM staff.
- 1.2 Utilization Management staff are available at least eight (8) hours a day during normal business hours to receive inbound communication regarding UM issues. Utilization Management provides both phone and fax numbers and/or electronic access to practitioners for inbound communication.
- 1.3 Utilization Management staff are available at least eight (8) hours a day during normal business hours to perform outbound communication and to respond to inquiries about UM.
  - 1.3.1 Outbound communications may include directly speaking with practitioners and members or fax, electronic or telephone communications, include e-mail and voicemail.
  - 1.3.2 Staff identifies themselves by name; title and organization name (Pacific Health Alliance or San Benito Medical Associates) when initiating or returning calls regarding UM issues.

1.3.3 Inquiries and responses are documented in the member's case file. All written communication (including e-mail and fax) will be retained in the case file.

1.4 San Benito Medical Associates provides a toll-free number (800) 624-7761 and staff to accept calls regarding UM issues.

## **2.0 Availability Outside Normal Business Hours.**

2.1 Pacific Health Alliance or San Benito Medical Associates provides a toll-free number, e-mail address, and/or staff to accept collect calls regarding UM issues.

2.2 Customer Service and Utilization Management retrieves and triages or respond to all messages no later than the next business day.

2.3 Capacity of voicemail service, answering machine or e-mailbox is adjusted as needed to accept the volume of incoming calls.

## **3.0 Disclosure Regarding Access to UM Services,** utilization management policies, procedures, and criteria used to authorize, modify or deny health care services to contracted healthcare practitioners and providers.

3.1 Information regarding the process for accessing UM services is disclosed in member and provider materials. Materials include:

3.1.1 Normal business hours of operation for the Customer Service and Utilization Management departments,

3.1.2 The organization's toll free number(s), e-mail address and fax number(s), as appropriate for UM inquires,

3.1.3 Information regarding the after normal business hours communication process.

3.1.4 Any information provided to the member shall contain the following additional information: "The materials provided to you are guidelines used by SBMA to authorize, modify or deny care for persons with similar illness or conditions. Specific care and treatment may vary depending on individual needs and the benefits covered under your contract."

## **4.0 Disclosure Regarding Right to External Review**

4.1 The organization provides annual written notification to members of the availability of independent, external review of final UM determinations. It may do so by posting this policy on its website.