

<b>Comprehensive Behavioral Health Management/College Health IPA Policy and Procedure Manual</b>	
<b>Policy Name:</b> Accessibility of Utilization Management Review Services	<b>Utilization Management</b>
<b>Date:</b> 10-03 <b>Reviewed by QI Committee:</b> 12-06, 7-07, 9-07, 9-08, 9-09, 02-10 <b>Revised by QI Committee:</b> 12-06, 7-06, 9-08, 02-10	<b>Page:</b> 1 of 2 <b>Policy Number:</b> UM-20

**Purpose:** To ensure appropriate communication access to Comprehensive Behavioral Health Management/College Health IPA (CBHM/CHIPA) Utilization Management (UM) Staff.

**Policy:**

1.0 Communication Access to UM Review Staff

CBHM/CHIPA maintains regular business hours Monday through Friday and offers alternative communication access before and after regular business hours.

1.1 Regular Business Hours

1.1.1 CBHM/CHIPA business hours are Monday through Friday 8:30 a.m. to 5:00 p.m. During these hours, providers and patients can communicate with UM Staff by

1.1.1.1 Calling the “800” number

1.1.1.2 Calling collect to the main number

1.1.1.3 Sending a fax.

1.1.1.4 Sending a secure email

1.1.2 Providers and patients who call can access a UM Staff person directly.

1.1.3 Received faxes are collected three times throughout the business day and distributed.

1.1.4 All UM Staff have confidential voice mail and email, which providers and patients can access.

1.2 Non Business Hours

1.2.1 After hours, Monday through Friday 5:00 p.m. to 8:30 a.m. and all day Saturday and Sunday, providers and patients can access UM Staff by calling the “800” number and leaving an emergency or routine voice message, faxing information to a fax in a secured location, or sending a secure email.

1.2.2 Emergency messages will automatically page the on-call clinician.

1.2.3 All UM Staff have confidential voice mail and email, which providers and patients can access.

2.0 Communication By UM Review Staff

2.1 Regular Business Hours

When communicating with providers and patients all UM Staff is required to identify themselves by first name, title, and organization.

2.1.1 UM Staff responds to communications from providers and patients within one business day during providers’ reasonable and normal business hours, unless otherwise mutually agreed.

2.1.2 Communication of review decisions is completed by phone or facsimile.

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2.1.3 Upon request, UM Staff verbally inform providers and patients regarding UM requirements and procedures. If requested written clinical indicators are distributed by facsimile, email, or mail to providers and patients within one business day of receipt of request.

2.2 Non Business Hours

2.2.1 UM Staff do not respond to provider nor patient communications from 5:00 p.m. to 8:30 a.m. unless situation is urgent or emergent, or special arrangements have been made.

2.2.2 A CBHM/CHIPA on-call clinician will respond to any urgent or emergent communication during non-business hours.

3.0 Email Communication

3.1 CBHM/CHIPA restricts email communication regarding UM Review Decisions. This communication may occur between a provider or health plan and UM Staff as long as there is no patient identifiable information included, the information has been password protected, or they are using a secured email.

3.2 Patients are discouraged from communicating with CBHM/CHIPA by email, as their confidentiality cannot be guaranteed.

3.3 While emails may be received by CBHM/CHIPA during regular and non business hours, they are only responded to during regular business hours.

4.0 On-Site Review

CBHM/CHIPA does not conduct on-site utilization management reviews.