

UM Timeliness Standards Grid

**ALL TIME FRAMES ARE MEASURED FROM THE DATE/TIME OF RECEIPT OF REQUEST AND/OR THE DATE/TIME
ADDITIONAL INFORMATION IS RECEIVED**

Pre-Service Request							
Urgent				Non-Urgent			
Information Complete		Need Information		Information Complete		Need Information	
24 Hours to Make Decision		24 hours to pend and notify provider and patient		5 Calendar Days to Make Decision CBHM/CHIPA does not extend the time frame for decision. If additional information is needed the request is pended.		5 Calendar Days to Pend and send written notification to provider and patient	
Approval	Denial	Pend for 48 hours		Approval	Denial	Pend for 45 Days	
Verbal Notification Within 24 hours of decision	Verbal Notification Within 24 hours of decision	24 hours to make decision after information is received or at the end of 48 hours, whichever comes first		Verbal Notification Within 24 hours of decision	Verbal Notification Within 24 hours of decision	5 business days to make decision after information is received or at the end of 45 calendar days, whichever comes first	
Written Notification Within 72 hours of decision	Written Notification Within 72 hours of decision for written notification unless verbal notification given within 24 hours then 3 Calendar Days following verbal notification			Written Notification Within 24 hours of decision	Written Notification Within 2 business days of decision		
		Approval	Denial			Approval	Denial
		Verbal Notification Within 24 hours of decision	Verbal Notification Within 24 hours of decision			Verbal Notification Within 24 hours of decision	Verbal Notification Within 24 hours of decision
		Written Notification Within 48 hours of decision	Written Notification Within 48 hours of decision for written notification unless verbal notification given within 24 hours then 3 Calendar Days following verbal notification			Written Notification Within 24 hours of decision	Written Notification Within 2 business days of decision

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Concurrent Request							
Urgent				Non-Urgent			
Information Complete		Need Information		Information Complete		Need Information	
24 hours to make decision and complete verbal notification		CANNOT PEND -24 hours to make decision and complete verbal notification		5 Calendar Days to Make Decision CBHM/CHIPA does not extend the time frame for decision. If additional information is needed the request is pending.		5 Calendar Days to Pend and send written notification to provider and patient	
Approval	Denial			Approval	Denial	Pend for 45 Days	
Written Notification Within 24 hours of decision	Written Notification Within 24 hours of decision for written notification unless verbal notification given within 24 hours then 3 Calendar Days following verbal notification			Verbal Notification Within 24 hours of decision	Verbal Notification Within 24 hours of decision	5 business days to make decision after information is received or at the end of 45 calendar days, whichever comes first	
Exceptions:				Written Notification Within 24 hours of decision	Written Notification Within 2 business days of decision	Approval	Denial
If the request is not made at least 24 hours prior to the expiration of prescribed period of time or number of treatments, and request is urgent, default to Urgent, Pre-Service Category						Verbal Notification Within 24 hours of decision	Verbal Notification Within 24 hours of decision
If the request to extend a course of treatment beyond the period of time, or number of treatments previously approved does not involve urgent care, default to Non-urgent Pre-Service category						Written Notification Within 24 hours of decision	Written Notification Within 2 business days of decision

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Post Service (Retro-Request)							
Urgent - Not Applicable				Non-Urgent			
				<i>Information Complete</i>		<i>Need Information</i>	
				30 Calendar Days to Make Decision CBHM/CHIPA does not extend the time frame for decision. If additional information is needed the request is pended.		30 Calendar Days to Pend and send written notification to provider and patient requesting information	
				Approval	Denial	Pend for 45 Days	
				Both verbal and written notification must be completed within the 30 calendar days	Both verbal and written notification must be completed within the 30 calendar days	15 calendar days to make decision after information is received or at the end of 45 calendar days, whichever comes first	
						Approval	Denial
						Both verbal and written notification must be completed within the 15 calendar days	Both verbal and written notification must be completed within the 15 calendar days