



# PROVIDER ALERT



Alert #12 11-25-2009 ALDA, HCAL, HCBK, HCCH, HCCMP, HCNC, HCNE, HCYAB

## **Notification Regarding Verbal Notice of Utilization Review Decisions**

Community Care partners with our providers to ensure that members, and their families/guardians or representatives are informed of treatment decisions in a timely manner.

We are issuing this notice to inform all providers of the following procedure for expeditiously notifying members of treatment decisions for levels of care that require prospective or concurrent utilization review.

*Within 2 business days of receiving all information necessary to make a decision for prospective (pre-certification) treatment requests, or within 1 business day of receiving all information necessary to make a decision for concurrent treatment requests, Community Care will verbally inform providers requesting treatment of that decision, including dates and amounts of specific services approved and services denied, if applicable.*

*It is Community Care's expectation that providers will expeditiously inform members or the member's parent/guardian or authorized representative of the specifics related to that decision, and document this in the member's chart or clinical record.*

If you have any questions specific to this provider alert, please contact Peter Klemens, Director of Complaints and Grievances at 1-888-251-2224.