

How and when you can talk to utilization management staff and decision makers

You have the ability to get answers to your questions regarding the Utilization Management decision process or find out the status of a request. Did you know that:

- You have access to speak with a Utilization Management staff members Monday through Friday from 8:00AM and 4:30PM
- Utilization Management staff members are able to receive inbound communication regarding Utilization Management issues after normal business hours via voicemail.
- Utilization management staff typically send outbound communication regarding Utilization Management inquiries and requests during normal business hours
- When you call us or we call you, utilization management staff members will identify themselves by name, title, & organization when initiating or returning calls regarding Utilization Management issues
- Please also take note that TTY/Hearing impaired and language assistance is available for members or providers who require these services (see page X for UM contact information)

Medically Appropriate Utilization Management Decision Making

Utilization Management decisions are based on the appropriateness of care and services as well as eligibility and coverage of requested services. AultCare & PrimeTime Health Plan do not reward practitioners or other individuals for issuing denials of coverage or service of care and there are no financial incentives for Utilization Management decision makers that result in underutilization. The specific criteria used in decisions are available to you at no cost by accessing the provider portal or by contacting the Utilization Management department at the phone numbers listed on page X and a physician, nurse, or pharmacist reviewer is available to discuss Utilization Management denial decisions.