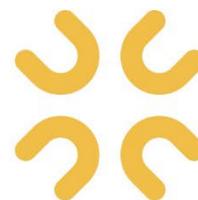


Provider Bulletin

News and Information



March 14, 2023

Discussing a Pre-Service Denial With a Reviewer

Beginning May 1, 2023, practitioners will have 14 calendar days from the denial notice date of an authorization to initiate a discussion of a pre-service authorization denial decision. This discussion takes place with a UCare physician or another appropriate pre-service reviewer. By amending this process we ensure that UCare physicians, or other appropriate reviewers, provide the best guidance as it relates to the denial reason in a timely manner.

If you are a treating provider and would like to discuss a case with a physician or other appropriate reviewer, call 612-676-6705 for the Clinical Services Utilization Review Department or 612-676-6533 for Mental Health and Substance Use Disorder Services.

This process does not impact appeals, claim determinations, processes or timeframes.