

Medicare Advantage 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.

In keeping with current practices, this discussion takes place with an Aspirus Health Plan physician or another appropriate pre-service reviewer. By amending this process, we are ensuring that our Aspirus Health Plan physicians, or other appropriate reviewers, can 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, please call 715-631-7443 for the Clinical Services Utilization Review Department or 715-631-7442 for Mental Health and Substance Use Disorder Services.

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

Provider Bulletin

Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

