



## MEMORANDUM

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**Date:** January 3, 2018  
**To:** All Practitioners, Providers and Staff  
**From:** UM Staff  
**Re:** Access to AHP UM Staff

Please be informed that at Apogee Health Partners Inc.:

1. Normal business hours are 8:00 a.m. - 5:00 p.m. (Central Time). Calls regarding UM decisions are taken after normal business hours via a Voice Mail system or answering service.
2. Authorization determinations regarding standard preauthorization decisions are returned to the PCP offices within fourteen (14) days of receipt of the request (fifteen (15) for commercial members).
3. Patients are notified of the authorization decisions by telephone within one (1) business day of the decision and in writing if the telephone number does not appear to belong to the applicable patient or is not operable.
4. Authorization determinations regarding emergent preauthorization decisions are returned as soon as possible upon receipt of the request. Practitioners are notified of the decision by telephone or in writing, within one (1) business day of the decision.
5. If a referral is denied by the Medical Director, the PCP will be notified of the denial by phone or facsimile and afforded the opportunity to discuss the determination with the Medical Director.
6. Inbound collect or toll-free calls are taken during normal business hours.
7. Services that require precertification must be reported no more than thirty (30) days and not less than one (1) day prior to the anticipated date of service, unless the required services are emergent.
8. Urgent determinations are made within seventy-two (72) hours from receipt of the request.

9. Once the referral request is received with all applicable medical information, the authorization form is completed and forwarded to the PCP's office, by facsimile.
10. The PCP is expected to provide a copy of the authorization form to the member which will include: the number of visits authorized, the authorized period of time and the AHP assigned authorization number.
11. The PCP is expected to retain a copy of the authorization form in the member's ambulatory medical record. It is expected that the PCP will instruct the patient to take the original copy of the authorization form with them to their scheduled appointment with the Specialist or Ancillary Provider.
12. A copy of the authorization will be provided to the facility and patient upon request and can also be given by telephone.