


No. UM-001	Access to Information about UM Processes and Authorizations	
Effective Date: 05/10/2019	POLICY AND PROCEDURE	
Previous Versions: see revision history on last page		
DMHC TAG: Utilization Management NCQA Standard: UM 3		

ACCESS TO INFORMATION ABOUT UM PROCESSES AND AUTHORIZATIONS POLICY

Canopy Health, through its delegated medical groups, IPAs, contracted PBM, hospitals and health plans and/or internal processes, provides access for members and practitioners seeking information about the following UM process and the authorization of care.

Canopy Health requires that delegated medical groups, IPAs and contracted Pharmacy Benefit Manager (PBM) shall receive inbound communication from Canopy Health members and providers via toll-free Member Services telephone line, fax, provider portal or electronic messaging) 24 hours a day, 7 days a week. These Member/Customer Service Department staff are responsible for triaging calls regarding UM issues. No individual, other than a licensed physician or licensed health care professional who is competent to evaluate the specific clinical issues involved in the health care services requested by the provider, may deny or modify requests for authorization of health care services for an enrollee for reasons of medical necessity.

Canopy Health requires that delegated medical groups, IPAs and contracted PBM respond to all issues related to the utilization management (UM) process for members or persons designated by the member, or to any other person or organization.

Issues regarding the UM process may include any process used to authorize, modify, or deny healthcare services under the benefits provided by Canopy Health and the network of delegated and contracted providers.

These UM and Customer/Member Services Department staff identify themselves by name, title and organization name when initiating or returning calls regarding UM issues.

These UM and Customer/Member Services Department staff offer TDD/TTY services for deaf, hard of hearing or speech-impaired members. Language assistance is available for members to discuss UM issues. See Canopy Health's "Interpreter and Language Assistance Policies" for more details.

Hospitalists' providing care at all Canopy Health contracted hospitals have staff that are available to receive inbound communication after normal business hours for calls regarding UM issues.

The healthcare services here refer to utilization review and utilization management functions in the following care settings: outpatient, sub-acute facilities, transitional inpatient care, and skilled nursing facilities.

In addition, Canopy Health's Customer Service Representatives are available during these normal business hours: 8:30 AM to 5:00 PM Pacific Time at 888- 8CANOPY; and Canopy Health's Management Service Organization Conifer is available from 8:30 AM to 5:00 PM for inbound collect or toll-free calls regarding UM issue at 818-461-0537; 888-446-0062, and STAT Hotline: 818-817-5623. Staff identify themselves by name, title and organization name when initiating or returning calls regarding UM issues.

UM criteria used by all delegated medical groups, IPAs and contracted PBM are available to the public upon request, which may include the availability through electronic communication means. Disclosure of UM criteria to the public are accompanied by the following notice:

"The materials provided to you are guidelines used to authorize, modify or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under your contract."

Revision History:

Version Date	Edited By	Reason for Change
1/29/16	M. Stevens	Creation date
7/26/16	M. Durbin	Consolidated sections of Exhibit J-9 pertaining to disclosure of the UM process to members into a single, standalone policy; adds supplemental
2/15/18	A. Kmetz	Removed the "Network" and replaced with Canopy Health per WHA's pre-delegation audit comments. Distinguished the difference between Canopy Health and the delegates/contractors
5/10/19	R. Scott	Added DMHC required language.