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| Utilization Management Program: Access to Services |  |
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**Service Hours**

The core hours of operation to perform review activities are 8:00 a.m. to 6:00 p.m. Eastern Time (ET), Monday through Friday, excluding holidays.

Voice mails from providers, patients, or others who may be involved in the review process shall be returned the same business day, if possible. Messages received after 3:30 p.m. ET may be returned the next business day.

Outside of regular business hours, an answering service shall always have access to on-call persons who can assist providers, patients, or others who call indicating the situation is urgent and cannot wait until the next business day. These calls will be returned within 1 hour of notification from the answering service.

Payer Compass has a representative available to patients and providers seven (7) days a week, twenty-four (24) hours a day.