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| Utilization Management Program: Lack of Information | |  |
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**Lack of Information Process**

The Payer Compass Utilization Review Department assumes the following responsibilities during the process of conducting routine prospective, concurrent, and retrospective utilization reviews. When the provider, facility, and/or Participant fail to provide the necessary medical information for review during the timeframes listed below, the pre‑certification request will be closed for “Lack of Information”.

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| Initial Non-Urgent Pre-Certification | 15 Calendar Days |
| Initial Urgent Pre-Certification | 72 hours |
| Concurrent Review | 72 hours |
| Retrospective Review | 30 Calendar Days |

### The following outlines the Lack of Information procedure:

When conducting pre-certification requests including routine prospective, concurrent, and retrospective utilization reviews, only the information necessary to certify the admission, procedure or treatment, length of stay and/or frequency and duration of services shall be required.

When this information is not provided, a Lack of Information written notification will be provided to the ordering physician/provider and patient.

The pre-certification request will be closed with an administrative denial for lack of information.