



August 2020

Important Reminders about Contacting Medicare Advantage Pre-certification Department

Phone-line Accessibility Is Limited on Wednesdays

When you call the Utilization Management (UM) number for pre-certification at 800-955-5692, follow the prompts to ensure you are routed to the appropriate area. We know sometimes you need to discuss complex authorization requests, and we will continue to be here to support you. However, our Medicare Advantage team is unable to assist with issues outside of the Medicare Advantage line of business.

Separate Phone Prompts

Commercial and Medicare lines of business have separate phone prompts. When you call the Medicare Advantage Pre-certification Department and UM phone line (800-955-5692), please select *Prompt #1* for Medicare Advantage requests **only**.

On Mondays, Tuesdays, Thursdays and Fridays, the Pre-certification Department and UM phone lines are available from 8 a.m. to 6 p.m.

Our phone lines are available on Wednesdays from 8 a.m. to 11:30 a.m., and from 1:30 p.m. to 6 p.m. Phone lines are not available on Wednesdays between 11:30 a.m. and 1:30 p.m.

Referrals and Authorizations

As always, please submit your referrals and authorizations through Availity^{®1} at availability.com for the fastest response. Please attach pertinent clinical information when submitting via Availity. Availity has many self-service tools to help you submit transactions quickly and easily.

Please remind your staff. Following the correct prompts will ensure you get to the appropriate area. This will help our team handle your requests more efficiently.

Reminder of Change to Medicare Part B Timeframes for Determinations

Medicare Part B timeframes changed January 1, 2020.

- Urgent/expedited organizational determinations require a 24-hour decision timeline.
- Standard organizational determinations require a 72-hour decision timeline.

The Pre-certification Department reviews Part B requests as soon as they are received. Most requests are standard Medicare Advantage Preservice Part B requests and hold a 72-hour turnaround time for a decision. For urgent requests, please call the UM phone line and have clinical information ready so it can be processed within 24 hours. All Part B requests should have the clinical information attached when submitted.