

Subject: Utilization Management Communication Services (Page 1 of 2)

Objective:

- I. To ensure that Tuality Health Alliance (THA) has a process in place to allow members and practitioners direct access to THA Utilization Management (UM) staff when seeking information about UM processes and authorizations pertaining to member care.

Policy:

- I. THA Medical Management Team members are available to providers and members who may have questions about the Utilization Management process. Medical Management provides communication services to providers and THA members through telephone, email, fax, mail, and in-person meetings.
 - THA staff is available weekdays between 8:00 a.m. and 5:00 p.m., excluding holidays. THA staff is able to provide outbound communication regarding UM inquiries during normal business hours.
 - THA has a toll-free number (1-866-575-8104) and local number (503-844-8104) for calls regarding UM issues.
 - THA staff has confidential voicemail to receive incoming communication after normal business hours.
 - THA staff identifies themselves by name, title, and organization when initiating or returning calls regarding UM issues.
 - THA provides communication to members in a manner that is culturally appropriate.
 - THA provides language and format assistance to members to discuss UM issues, if needed.
 - THA has staff available for Spanish interpretation/translation.
 - THA provides language interpretation services for all languages through THC-contracted language interpretation services.
 - TDD/TTY services are available by contacting THA. Members may access the TTY line by calling 1-800-237-8434.

References:

2013 NCQA UM 3 Standard: Communication Services
THA Policy I-4: Interpreter Services
THA Policy VI-5: Cultural Competency

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