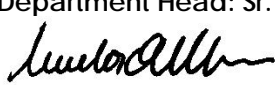
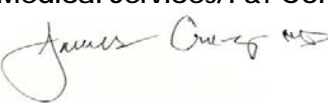


Policy Title: Reconsideration		POLICY #: 70.2.23	
		Line of business: ALL	
Department Name: Utilization Management	Original Date 11/97	Effective Date 5/19	Revision Date 12/18
Department Head: Sr. Director, UM 			Date: 3/21
Medical Services/P&T Committee: (If Applicable) PHP CMO 			Date: 3/21

PURPOSE

To establish a standardized process which delineates the appropriate procedure for a provider to supply additional information to the Blue Shield of California Promise Health Plan (Blue Shield Promise) Utilization Management (UM) Department for reconsideration of a denial, deferral and/or modification to a Treatment Authorization Request when notified of such a determination.

POLICY

A provider will have the ability and a mechanism to furnish Blue Shield Promise Health Plan with additional information/documentation which may have a bearing on the final determination of a request for authorization that has been previously denied, deferred, and/or modified.

PROCEDURE

1. A provider requesting a reconsideration may call in, fax over or submit in writing any additional information to the Blue Shield Promise Health Plan Utilization Management Department to support the original authorization request.
2. A reconsideration request will occur within one business day upon receipt of the provider telephone call or a written request.
3. The case manager shall review the additional information and present it to the Blue Shield Promise Health Plan Medical Director or designated peer reviewer.
4. If the Blue Shield Promise Health Plan Medical Director or designated peer reviewer reverses the original determination based on additional information provided by the provider, the case will be closed.
5. If reconsideration does not resolve a difference of opinion, the provider may then submit an appeal grievance in writing to the Blue Shield Promise Health Plan UM Department.
6. This policy will be reviewed and revised annually and approved by the Medical Services Committee and the Board of Directors.

REFERENCES