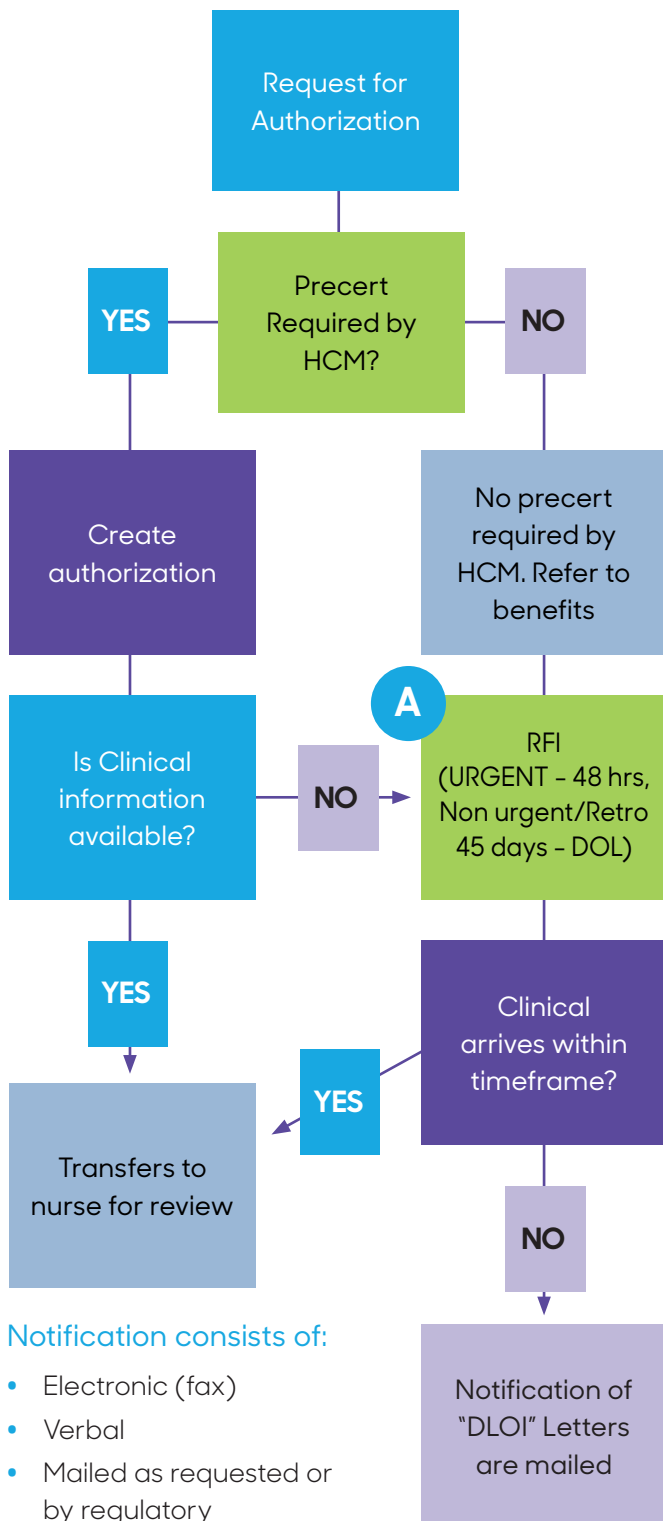


UM Workflow

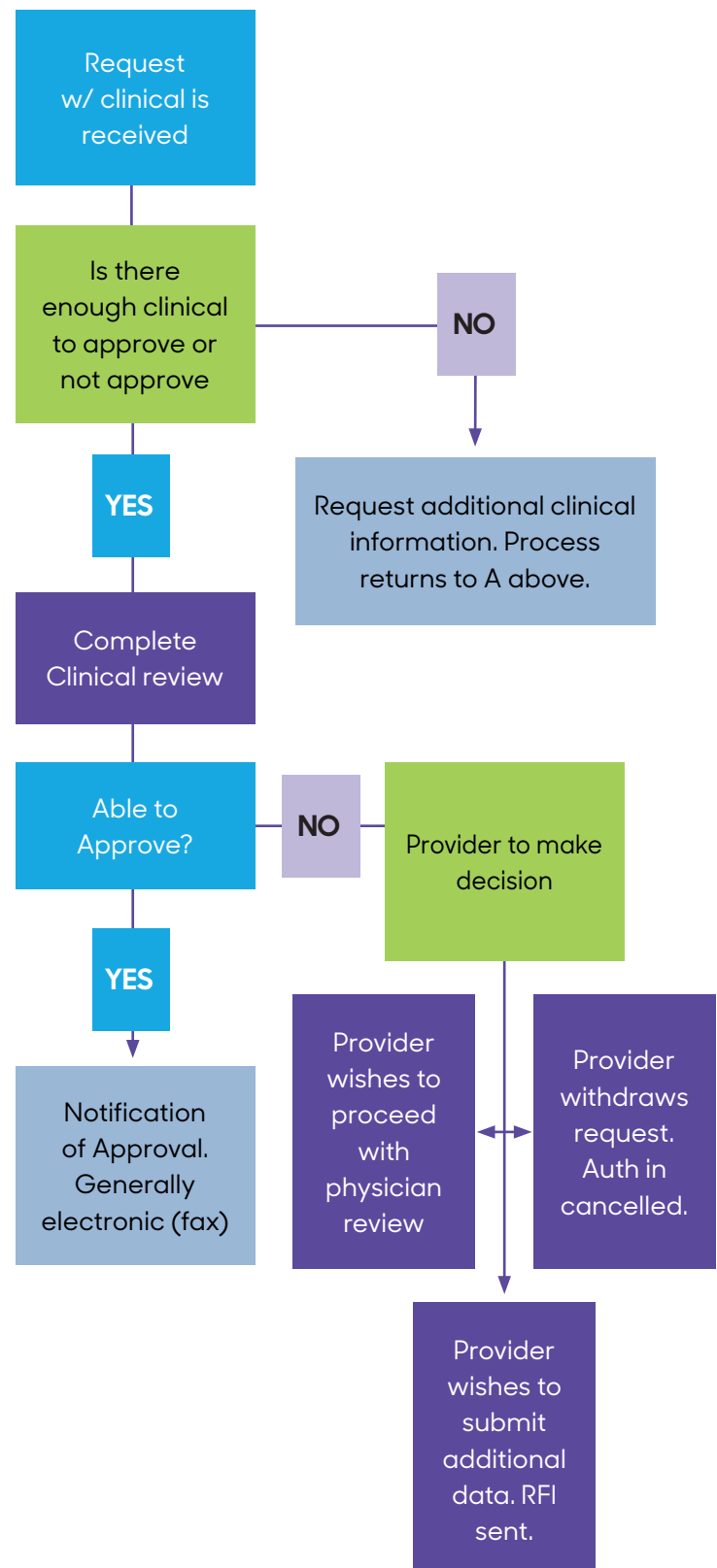
Intake Process



Notification consists of:

- Electronic (fax)
- Verbal
- Mailed as requested or by regulatory
- Provider portal

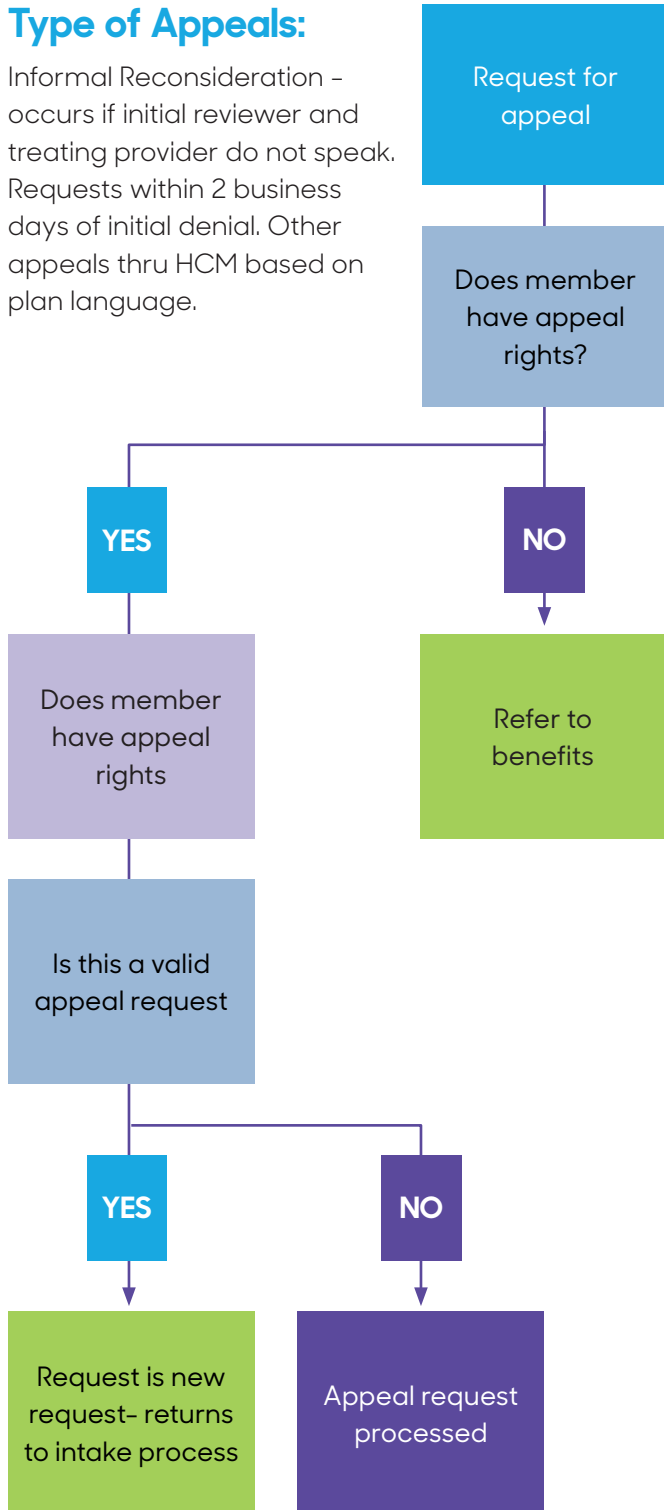
UM Review



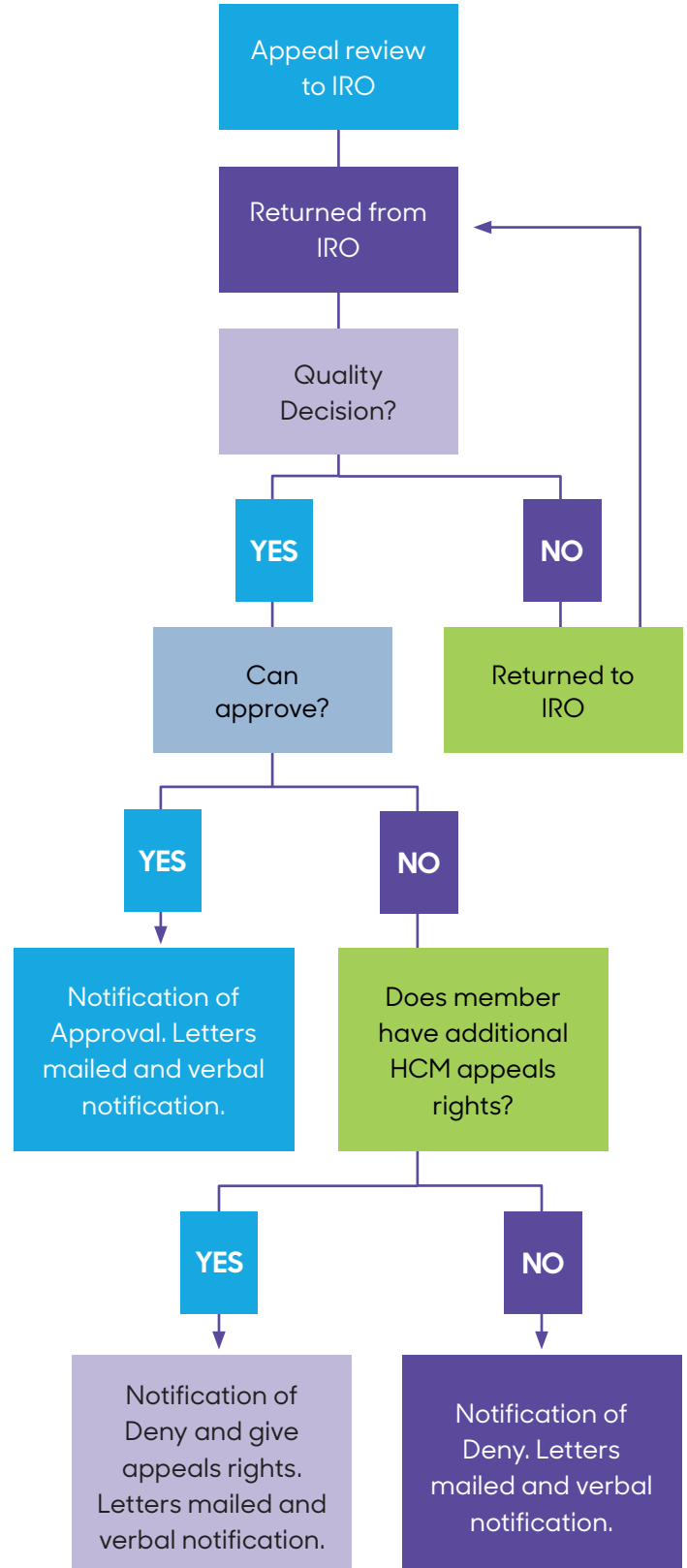
Appeals Request

Type of Appeals:

Informal Reconsideration – occurs if initial reviewer and treating provider do not speak. Requests within 2 business days of initial denial. Other appeals thru HCM based on plan language.



Appeals Process



Initial Physician Review

