

# University Health Care Plus

## Utilization Review Guidelines

---

### UHCP Contact Information

<b>Toll Free/Out of Salt Lake</b>	888-271-5870	<b>Submit Claims to:</b>
<b>Customer Service/Member Services</b>	801-587-6480 Opt. 1	Attention: Claims Department
<b>Claims/ Eligibility</b>	801-587-6480 Opt. 1	PO BOX 45180
<b>Case Management/Utilization Review</b>	801-587-6480 Opt. 2	Salt Lake City, Utah 84145-0180
<b>Provider Relations</b>	Fax: 801-587-6433	
	801-587-6602	

---

### **Care Coordination will be provided through our Case Management Department for the following:**

- ◆ Patients identified by referral from physician, patient or utilization patterns where Case Management assistance is needed.
- ◆ Patients with complex needs related to physical health and/or psychosocial issues.

### **The following services will be reviewed for medical necessity prior to paying claims:**

- ◆ **Abortion services**
- ◆ **Cosmetic Procedures**
- ◆ **Durable medical equipment:** over \$5,000 of billed charges
- ◆ **Implants**
- ◆ **Inpatient Hospital Stays** (please notify the plan when admitted)
- ◆ **Orthotics** over \$5,000 billed charges
- ◆ **Speech Therapy**
- ◆ **Gastric Bypass/Lap Banding**
- ◆ **Prosthetics**
- ◆ **Dental Anesthesia over age 6**
- ◆ **Infertility services**
- ◆ **Skilled Nursing Facility** (please notify the plan when admitted)
- ◆ **Synagis Immunization**
- ◆ **Sleep Studies**
- ◆ **Home Health Services**
- ◆ **Transplant services:** lung heart, liver, kidney, bone marrow, cornea, etc.

---

<p><b><u>UHCP does not require prior authorization.</u></b> <b>Services will be paid according to the plan benefits and medical necessity.</b></p>
--

Services deemed 'medically necessary' do not guarantee payment if coverage terminates, benefits change, benefit limits are exhausted, or pre-existing conditions apply.

Utilization review means a review and confirmation program that determines medical necessity of any care service or treatment. In general all covered benefits are based on medical necessity and utilization review is not limited to the above list.