

University Health Care Plus

Utilization Review Guidelines

U Health Care Plus Contact Information

Toll Free/Out of Salt Lake	888-271-5870	Submit Claims to:
Customer Service/Member Services	801-587-6480 Opt. 1	Attention: Claims Department
Claims/ Eligibility	801-587-6480 Opt. 1	PO BOX 45180
Case Management/Utilization Review	801-587-6480 Opt. 2	Salt Lake City, Utah 84145-0180
	Fax: 801-587-6433	
Provider Relations	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**
- ◆ **Speech Therapy**
- ◆ **Prosthetics**
- ◆ **Skilled Nursing Facility** (please notify the plan when admitted)
- ◆ **Synagis Immunization**
- ◆ **Transplant services:** lung heart, liver, kidney, bone marrow, cornea, etc.

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does not requires prior authorization.

Services will be paid according to the plan benefits and medical necessity.

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.