University Health Care Plus
Utilization Review Guidelines – Effective September 1, 2015

UUHP Contact Information

Toll Free/Out of Salt Lake 888-271-5870
Customer Service/Member Services 801-587-6480 Opt. 1
Claims/ Eligibility 801-587-6480 Opt. 1
Care Management/Utilization Review 801-587-6480 Opt. 2
Fax: 801-281-6121
Provider Relations 801-587-2838

Submit Claims to:
Attention: Claims Department
PO BOX 45180
Salt Lake City, Utah 84145-0180

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

♦ Healthy U-Restricted patients – Please notify UUHP if services are not provided by the Primary Care Provider (PCP)
♦ Notification is required upon an admission to a Facility.
♦ Obstetrical Patients - Contact U Baby Care at (801) 587-6480 Opt. 2 and notify the plan when admitted for delivery.
♦ Out of area non-emergent care.
♦ An individual that has been identified with a chronic health condition or health care need that may benefit from or request Care Manager support.
♦ An individual with healthcare needs that may want some help in making sure the care they receive is timely, appropriate and cost effective.

We encourage you to submit a pre-service request for medical review of the listed services.
The listed services require medical review for payment determination.

♦ Abortion Services
♦ Bariatric Procedures
♦ Cosmetic Procedures
♦ Durable medical equipment: over $5,000 of billed charges
♦ Wound Vac
♦ Home Health Care
♦ Hospice
♦ Implants: i.e., vagal nerve stimulators
♦ Outpatient Therapies (ST)
♦ Long Term Acute Care (LTAC)
♦ Acute Rehabilitation
♦ Hospice
♦ Skilled Nursing Facility (SNF)
♦ Pharmacy – Injectables and IV therapy administered in the provider's office, hospital setting, clinic or home for therapy that are over $1000.00 of billed charges per infusion or dispense.
♦ Prosthetics: over $5,000 of billed charges
♦ Synagis Immunization
♦ TMJ services
♦ Transplant services: lung heart, liver, kidney, bone marrow, cornea, etc.

We require notification for any inpatient admission. UUHP will be monitoring all inpatient hospital stays including Skilled Nursing Facilities and Rehabilitation Services.
Services will be paid according to the plan benefits and medical necessity.

Services provided that are not medically necessary may result in the provider writing off the charges.

Services deemed ‘medically necessary’ do not guarantee payment if coverage terminates, benefits change, or benefit limits are exhausted.

Notification does not guarantee payment if coverage terminates, benefits change, or services provided are not medically necessary.

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.