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

- An individual that has been identified with a chronic health condition or health care need that may benefit from 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
- Custom Wheelchairs
- Durable medical equipment: over $5,000 of billed charges
- Home Health Care
- Implants: i.e., Vagal Nerve Stimulators
- Outpatient Therapies (ST)
- Pharmacy – Injectables administered outside provider’s office, hospital setting or clinic
- Prosthetics
- 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 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.