

USFHP JHHC Participating Provider Inpatient Grid for Care Management and Appeals Response Times

Care Management

Notification of Admission

Care Management Response to Notification of an Urgent Elective Admission	24 hours
Care Management Response to Notification of an Urgent/Emergent Admission	Next Business Day
Care Management Response to Precertification of Elective Non-Urgent Admission	72 hours

Provision of requested clinical review

Receipt of requested concurrent review information	2 requests
Receipt of requested retrospective review information	Administrative Denial after 10 calendar days after request made for clinical information

Appeals Response

Elective Admission Pre-Service Appeal (Emergent/ Urgent)	72 hours from initial adverse determination
Elective Admission Pre-Service Appeal (Non-Emergent/Non-Urgent)	30 calendar days
1st Level Standard Appeal	30 calendar days
2nd Level Standard Appeal	30 calendar days