

HEALTH SERVICES POLICY & PROCEDURE MANUAL

North Carolina Department Of Correction
Division Of Prisons

SECTION: ADMINISTRATIVE

POLICY # AD III- 6

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SUBJECT : Pended Utilization Review Requests (UR's)

EFFECTIVE DATE: June 2006

SUPERCEDES DATE: None

PURPOSE

To insure that patients receive care, treatment and services in a timely manner, and to provide guidelines on how to manage pended UR's.

DEFINITIONS

Pended UR – Request is neither approved nor denied due to the need for additional information, and is returned to the requester for that information.

POLICY

When UR requests are pended back to the facility for additional information, the facility will obtain the information and respond within 24 business hours for emergent requests, 48 business hours for urgent requests, within 5 business days for rush requests and within 14 business days for routine requests. At no time should an UR go pended for more than 30 days except for court hearings and record retrieval.

PROCEDURE

1. All UR requests will be entered on the DC-969 form "Utilization Review Tracking Log"
2. The nurse manager or designee will check the HS10 screen each business day for any action taken on UR requests by the UR department, and record on the log and take action accordingly.
3. If the UR is pended for additional information, a RN will take the following actions:
 - a. Review medical record for information needed
 - b. Contact provider for additional information if needed to make response
 - c. Enter information from a. and/or b. in computer
 - d. Fax any requested records to UR Department
 - e. Enter "pended back" action on HS15
4. If the UR is no longer needed, the screen will be cancelled by the nurse or designee.
5. UR requests for inmates who have been released will have the current location on the HS09 screen indicated with an "E". No action is required for these requests because the computer will automatically clear the screen.



6/12/06

Paula Smith, M.D., Director of Health Services

Date

SOR: Director of Nursing