

SMSO Policy Manual

UM NOTIFICATION LETTER PROCESSING

Executive Sponsor: Chief Medical Officer
 Issuing Department: Clinical Management
 Gate Keeper: Director, HSM Clinical Management

COMPLIANCE STATEMENT:

Enforcement:	All members of the workforce are responsible for compliance with this policy. Failure to abide by the requirements of this policy may result in corrective action, up to and including termination. Workforce members are responsible for reporting any observed violations of this policy.
Review Schedule:	This policy will be reviewed and updated as necessary and no less than every two years.
Monitoring and Auditing:	The Issuing/Collaborating Department(s) is responsible for monitoring compliance with this policy.
Documentation:	Documentation related to this policy must be maintained for a minimum of 10 years.

Applies to:

<input checked="" type="checkbox"/> SummaCare	<input type="checkbox"/> Apex
<input type="checkbox"/> Summa Management Service Organization (SMSO)	<input checked="" type="checkbox"/> Summa Insurance Company

Line of Business:

<input checked="" type="checkbox"/> Commercial Groups	<input checked="" type="checkbox"/> Medicare
<input checked="" type="checkbox"/> Medicare Supplemental	<input checked="" type="checkbox"/> On-Exchange
<input checked="" type="checkbox"/> Off-Exchange	<input type="checkbox"/> Self-Funded

1.0 Purpose:

- 1.1 To establish standardized procedures to show evidence of the timing of member notification including when member written notifications enter the mail stream.

2.0 Policy:

- 2.1 To ensure compliance with regulatory requirements for meeting timeliness processing of written member notification letters.
- 2.2 **For Medicare Advantage (MA) members, coverage decisions follow Medicare rules and regulations pertaining to MA plans, as well as federal and state regulations, and the member's evidence of coverage (EOC) document. When appropriate, relevant current clinical guidelines, SummaCare's internal policies/procedures and drug formularies may be utilized in the absence of Medicare guidance.**
- 2.3 **For non-Medicare members, coverage decisions follow appropriate federal and state requirements and the member's evidence of coverage (EOC) document. Additionally, SummaCare's internal policies/procedures, and drug formularies are followed when appropriate.**

3.0 Procedure:

- 3.1 Expedited Member Written Notification
 - 3.1.1 All written notifications for expedited requests are sent via FedEx within the required timeframe. The letters must be placed in the FedEx pick up box located outside of the front doors of the SummaCare building before 6:00 p.m. as the last pickup time for the day is 6:00 p.m. The authorization number, processor, FedEx tracking number, and date/time that the letter is to be picked up from the FedEx box is logged on the Sharepoint log. The date and time of the last FedEx pick up for the day the letter is placed in the FedEx box is used to indicate the date and time the letter is in the mail stream. A copy of the FedEx confirmation is attached to the authorization for documentation of the date/time of the pickup.
- 3.2 Weekend and Holiday Mail Process
 - 3.2.1 Requests received before 5:00 p.m. or business close (whichever is later) are processed and the member is notified. There is a weekend/holiday nurse on call to receive and process requests and perform verbal notification within the required timeframes and as expeditiously as the member's condition requires. Written notice is sent within the required timeframe after verbal notification.
- 3.3 FedEx provides normal pickup and delivery service (6:00 p.m.) on the following national holidays:
 - 3.3.1 Veterans Day

- 3.3.2 Juneteenth
- 3.3.3 To be considered placed in the mail stream the same day, the letter must be in the FedEx box before 6:00 p.m.; otherwise, the letter would be considered in the mail stream the next day.
- 3.4 FedEx provides modified service pickup and delivery service (4:00 p.m.) on the following national holidays:
 - 3.4.1 Martin Luther King Jr. Day
 - 3.4.2 President's Day / Washington's Birthday
 - 3.4.3 Columbus Day
 - 3.4.4 To be considered placed in the mail stream the same day, the letter must be in the FedEx box before 4:00 p.m.; otherwise, the letter would be considered in the mail stream the next day.
- 3.5 FedEx normal pickup and delivery service is not available on the holidays listed below. Normal FedEx pickup and delivery will occur on the next business day after these holidays:
 - 3.5.1 Christmas Day
 - 3.5.2 Independence Day
 - 3.5.3 Labor Day
 - 3.5.4 Memorial Day
 - 3.5.5 New Year's Day
 - 3.5.6 Thanksgiving Day
- 3.6 Standard Letters and Retrospective Review Member Notification
 - 3.6.1 Letters are placed in the HSM Department mailbox for pickup per mailroom procedures. The mailroom picks up mail from the HSM Department mailbox twice a day at 9:00 a.m. and 1:00 p.m. If letters are processed before 10:00 a.m., they are placed in the department mailbox and the mail stream date is the same day. If letters are processed after 10:00 a.m., and are therefore unable to make the current day's mail pickup, the mail stream date will be the next business day. The mailroom contracts with Midwest Direct, who retrieves the SummaCare mail by 2:00 p.m. each day and delivers it to the post office by 6:00 p.m. each day.

3.6.2 If letters are completed on Day 12 or later for non-urgent or on Day 28 or later for retrospective review, they are treated as Expedited following the “Expedited Member Written Notification” process outlined above.

3.6.3 Holiday Process: USPS normal mail delivery is not available on the holidays listed below. Normal USPS mail delivery will occur on the next business day after these holidays. If letters are completed on Day 12 or later for non-urgent or on Day 28 or later for retrospective review, they are treated as Expedited following the “Expedited Member Written Notification” process outlined above.

3.6.3.1 Christmas Day

3.6.3.2 Independence Day

3.6.3.3 Labor Day

3.6.3.4 Memorial Day

3.6.3.5 New Year's Day

3.6.3.6 Thanksgiving Day

3.6.3.7 Martin Luther King Jr. Day

3.6.3.8 President's Day / Washington's Birthday

3.6.3.9 Juneteenth National Independence Day

3.6.3.10 Columbus Day

3.6.3.11 Veteran's Day

3.7 Clinical Management is responsible for monitoring/enforcing the compliance with this policy.

3.7.1 Compliance will conduct periodic reviews to monitor and audit compliance with this policy.

4.0 References:

4.1 Source of the policy (regulatory citation, accreditation standard, internal standard)

4.1.1 NCQA UM §5,§7:, Medicare Managed Care Manual, Chapter 13 §40, §50,§70.7,§80, §150; 45CFR §147.136

4.2 Are there any references to other documents, regulations, or intranet locations

4.2.1 Medicare Provider and Beneficiary Notification – Paper and Electronic

4.3 Are there other policies that work in conjunction with this policy?

4.3.1 Utilization Management Policy

4.4 Replaces (if applicable):

4.4.1 None

5.0 Definitions:

5.1 None

6.0 Key Words or Aliases (Optional):

6.1 UM notification letter processing

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4/12/23, 12/1/2023