



Policy Number: HSCM0036
Manual Name: SMSO Policy Manual
Policy Name: UM Notification Letter Processing
Approved By: Chief Medical Officer
Last Revised: 4/12/2023, 12/1/2023, 12/12/2025, 6/11/2026

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:

- | | |
|---|---|
| ☒ SummaCare | ☒ APEX |
| ☐ Summa Management Service Organization (SMSO) | ☒ Summa Insurance Company |

LINE(S) OF BUSINESS:

- | | |
|---|---|
| ☒ Commercial Groups | ☒ Medicare |
| ☒ Medicare Supplemental | ☒ On-Exchange |
| ☒ Off-Exchange | ☒ 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 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:

Expedited Member Written Notification

- 3.1.1 All written notifications for expedited requests must be placed in the next available mail time by placing the letter either in the blue box or Fedex box located outside of the front doors of the SummaCare building, or the courier service. The authorization number, processor, date/time that the letter is ready for picked up must be recorded in the Administration Assistant Log. The date and time the letter was placed in of the blue box, Fedex box or by courier service is used to indicate the date and time the letter is in the mail stream. If a letter goes by Fedex, a copy of the FedEx confirmation is attached to the authorization documentation of the date/time the member received the letter.

3.2 Weekend and Holiday Mail Process

- 3.2.1 Requests received before 5:00 PM 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 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 on the following observed holidays is confirmed by the Administrative Assistants each year with Fedex:

- 3.3.1 Martin Luther King Jr. Day
- 3.3.2 President's Day
- 3.3.3 Good Friday
- 3.3.4 Veterans Day

3.4 To be considered placed in the mail stream the same day, the letter must be placed in the blue box, Fedex box or courier with documentation from the mailroom or the Administrative Assistant Log.

3.5 FedEx normal pickup and delivery service is not available on the holidays listed below. Normal FedEx pickup and deliver 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 FedEx provides modified service pickup and delivery service (4:00 PM) on the following national holidays:

- 3.6.1 Independence Day (or the last business day before the holiday)
- 3.6.2 Day After Thanksgiving
- 3.6.3 Christmas Eve
- 3.6.4 New Year's Eve

Standard Letters and Retrospective Review Member Notification

Letters placed in the HSM Department mailbox for pickup per mailroom procedures. are picked up twice a day at 9:00 AM and 1:00 PM. The mailroom contracts with Midwest Direct, who retrieves the SummaCare mail by 2:00 PM each day and delivers it to the post office by 6:00 PM each day.

In Guiding Care a letter bundle is created by ISOPS and sent to the mailroom at 9:00 AM, 11:00 AM, 1:00PM and 3:00 PM. Letters that print at 9:00 AM and 11:00 AM will be collected by Midwest courier at 2:00 PM. The 1:00 PM and 3:00 PM runs will be metered and taken to Appeals and Grievances department to be picked up at 4pm. A recon file within Guiding Care will be created with the date and time stamp of when the letter hit the mail stream.

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 –

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

ORIGINAL EFFECTIVE DATE: 1/1/2016

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