

## Important Reminder

### NCQA Live Notification of Non-Coverage Determination

The National Committee for Quality Assurance (NCQA) established a live notification requirement for non-coverage determinations (NCDs) of urgent initial and concurrent authorization requests. For Optum, this requirement applies to most commercial memberships.

It is therefore critical that we have a means of reaching utilization and/or unit staff live by telephone. For this reason, we are requesting that intake and utilization review staff provide us with the best phone number by which to reach them directly as well as the phone number of the unit to which a member has been admitted.

In the case of Peer to Peer reviews which are conducted live, the Peer Reviewer will notify the Attending Physician of an NCD at the time of the call. But in cases for which a live conversation does not occur, the Care Advocate will first attempt to contact the utilization or intake staff member. If they do not reach a person directly, they will leave a voice mail and then call the unit in order to speak “live” with staff on the unit.

In the event we are not able to reach you within an hour of the determination, a written notification will be sent within 24 hours of the original request.

#### **Action Requested:**

Provide **telephone contact information** for intake or utilization reviewer and for the unit to which a member is admitted at the time of the request for authorization of benefits.