

Please circulate to others and file in your *Provider Manual* for future reference.

October 4, 2017

Adverse Determination Notices on Community Health Group's Web Portal

When Community Health Group (CHG) makes an adverse decision (i.e., we deny, modify, or delay a decision), we will post the following information on the web portal within the request:

- The specific reasons for the denial.
- An explanation of the reason for the decision.
- A reference to the benefit provision, guideline, protocol or other similar criterion on which the decision was based.
- A statement that a copy of the actual benefit provision, guideline, protocol or other similar criterion on which the denial decision was based is available upon request.
- A description of appeal rights.
- An explanation of the appeal process, including members' right to representation and appeal time frames.

As the member's treating provider, you are able to:

- Request and receive a copy of the guideline or benefit provision used to make the decision.
- Discuss the decision with physician responsible for the decision.
- Appeal on the member's behalf.

For your convenience, the phone number of our Chief Medical Officer is posted on the portal. You may also review and print a copy of the "Your Rights" appeal packet which includes the member's full appeal rights and applicable forms.

If you have any questions about the contents of this Provider Alert, please call Yousaf Farook, IMG, Utilization Management Director at 619-498-6540.

Authorization Request Details

If the treating physician would like to discuss this case with the physician or health care professional responsible for the decision or obtain a copy of the criteria used to make this decision, please call Edward Hutt, MD, CMO, at (619) 498-6423. The treating provider may appeal this decision on behalf of the member. The member may be represented by anyone they choose, including an attorney.

A detailed description of the member's appeal rights and an explanation of the appeals process for both standard and expedited appeals can be found in the "Your Rights" document. You may appeal this decision and "Your Rights" document tells you how. It also tells the member where they can get free legal help. You are encouraged to send in any information that could help the member's case. The "Your Rights" document tells you the cutoff dates to ask for an appeal and how long it will take for CHG to make a decision. Please click on the link below for full detail or to print a copy.

[Download Your Rights document](#)

Print

Auth Status: DENIED

Effective Dates: 8/14/2017 - 8/14/2017

Submitted Date: 8/8/2017

Urgency: Elective

Member Details