

UM Initial Determination Timeframes - Commercial Products

These timeframes take into consideration the requirements of several regulatory bodies, including the New York State Public Health Law (Article 49, section 4903), the Department of Labor (DOL), and NCQA. Determinations not made within these timeframes will automatically result in an adverse determination subject to appeal.

Type of Review	If You Have All Necessary Information To Make A Decision:	If You Still Need Information To Make A Decision:
Pre-Service (Non-Urgent)	Decision, verbal notification and written notification must be completed within 3 business days.	<p>Within 3 business days of the original request, send a written request to the member/provider for the specific information needed. The request must specify the time period given to the member/provider to provide the needed information. The member/provider must be given at least 45 calendar days to provide the information.</p> <p>Once the information is received, the decision, verbal and written notification must be made within 3 business days.</p> <p>If no information or incomplete information is received by the end of the specified time period given, the decision, verbal and written notification must be made within 3 business days using whatever information has already been received.</p>
Pre-Service (Urgent)	Decision, verbal notification and written notification must be completed within 72 hours.	<p>Within 24 hours of the original request, send a written request to the member/provider for the specific information needed. The request must specify the time period given to the member/provider to provide the needed information. The member/provider must be given at least 48 hours to provide the information.</p> <p>Once the information is received, the decision, verbal and</p>

Type of Review	If You Have All Necessary Information To Make A Decision:	If You Still Need Information To Make A Decision:
		<p>written notification must be made within 48 hours.</p> <p>If no information or incomplete information is received by the end of the specified time period, the decision must be made within 48 hours of the end of the specified time period given using whatever information has already been received.</p>
<p>Concurrent - Non-Urgent (Non-Inpatient)</p>	<p>Decision, verbal notification and written notification must be completed within 1 business day.</p> <p>Notification of continued or extended services must include the number of extended services approved, the new total of approved services, the date of onset of services and the next review date.</p>	<p>Within 1 business day of the original request, send a written request to the member/provider for the specific information needed. The request must specify the time period given to the member/provider to provide the needed information. The member/provider must be given at least 45 calendar days to provide the information.</p> <p>Once the information is received, the decision, verbal and written notification must be made within 1 business day.</p> <p>If no information or incomplete information is received by the end of the specified time period given, the decision, verbal and written notification must be made within 1 business day using whatever information has already been received.</p>

Type of Review	If You Have All Necessary Information To Make A Decision:	If You Still Need Information To Make A Decision:
<p>Concurrent - Urgent (Inpatient)</p>	<p>Decision, verbal notification and written notification must be completed within 24 hours.</p> <p>Notification of continued or extended services must include the number of extended services approved, the new total of approved services, the date of onset of services and the next review date.</p>	<p>Within 24 hours of the original request, send a written request to the member/provider for the specific information needed. The request must specify the time period given to the member/provider to provide the needed information. The member/provider must be given at least 48 hours to provide the information.</p> <p>Once the information is received, the decision, verbal and written notification must be made within 24 hours.</p> <p>If no information or incomplete information is received by the end of the specified time period, the decision must be made within 24 hours of the end of the specified time period given using whatever information has already been received.</p>
<p>Post-Service</p>	<p>Decision and written notification must be completed within 30 calendar days.</p> <p>No verbal notification is required on post-service decisions.</p>	<p>Within 30 calendar days of the original request, send a written request to the member/provider for the specific information needed. The request must specify the time period given to the member/provider to provide the needed information. The member/provider must be given at least 45 calendar days to provide the information.</p> <p>Once the information is received, the decision and written notification must be made within 15 calendar days. No verbal notification is required on post-service decisions.</p> <p>If no information or incomplete information is received by the end of the specified time period given, the decision and written notification must be made within 15 calendar days using whatever information has already been received.</p>