
Subject: Communication Services

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Objective:

- I. To ensure that Tuality Health Alliance (THA) provides access to staff for members and practitioners seeking information about the Utilization Management (UM) process and the authorization of care.
- II. To ensure that THA staff is accessible to practitioners and members to discuss UM issues.

Policy:

THA provides the following communication services for practitioners and members by telephone, email and fax:

- I. THA staff is available between 8:00 a.m.-5:00 p.m. Monday through Friday, excluding holidays for inbound calls regarding UM issues.
- II. THA staff has confidential voicemail to receive incoming communication after normal business hours regarding UM issues.
- III. THA staff is able to provide outbound communication regarding inquiries about UM during normal business hours.
- IV. THA staff identifies themselves by name, title and organization name when initiating or returning calls regarding UM issues.
- V. THA has a toll-free number (1-866-575-8104) for calls regarding UM issues and access to staff for callers with questions about the UM process.

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Reviewed: April 2004

March 2004

May 2006

July 2007

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THA Plan Director

THA Medical Director