

MEDICARE TIMELINESS REQUIREMENTS FOR REVIEW DECISIONS

MEDICARE: DAY ONE (1) IS THE DAY THE REQUEST IS RECEIVED

STANDARD PRIOR AUTHORIZATION REVIEW	Timeframe for Decision	Timeframe for Requesting Additional Information	Provider Notification by Phone/Fax	Written Notification Member & Provider (denials only)
MEDICARE AND OHP	Within 14 calendar days of receipt of request	Issuance of 'extension of timeframe' letter within 14 calendar days of receipt of request will extend timeframe an additional 14 calendar days.	Within 14 calendar days of receipt of the request/or 28 calendar days if extension was requested	Within 14 calendar days of receipt of the request/or 28 calendar days if extension was requested OHP- Within 5 business days of the determination
EXPEDITED PRIOR AUTHORIZATION REVIEW	Timeframe for Decision	Timeframe for Requesting Additional Information	Provider Notification by Phone/Fax	Written Notification Member & Provider (denials only)
MEDICARE	Within 72 hours of request	Letter confirming receipt of expedited request and extension of timeframe, for up to 14 additional calendar days, must be issued within 72 hours of receipt of request	Same day as determination	<p style="color: red;">Meets Criteria:</p> Within 72 hours of the verbal notification.
OHP	Within 2 business days of request		Provider –same day as decision	<p style="color: red;">Does Not Meet Criteria:</p> Within 72 hours of verbal notification.
				<p style="color: red;">SEE: MEDICARE EXPEDITED REQUEST WORKFLOW</p> Within 2 business days of the verbal notification.
RETROSPECTIVE REVIEW	Timeframe for Decision	Timeframe for Requesting Additional Information	Provider Notification by Phone/Fax	Written Notification Member & Provider (denials only)
MEDICARE	Within 14 calendar days of receipt of request	Issuance of 'extension of timeframe' letter within 14 business days of receipt of request will extend timeframe an additional 14 calendar days.	N/A	Within 14 calendar days of receipt of request/or, if 'extension of timeframe' initiated, 28 calendar days from original date of request
OHP	Within 14 calendar days of receipt of request	Issuance of 'extension of timeframe' letter within 14 business days of receipt of request will extend timeframe an additional 14 calendar days.	N/A	Within 5 business days of determination
CONCURRENT REVIEW	Timeframe for Decision	Timeframe for Requesting Additional Information	Provider Notification by Phone/Fax	Written Notification Member & Provider (denials only)
ALL LOB	Within 1 business day of the request, once all information is received (See OHP note)	N/A	Within 1 business day of the decision	Within 1 business day of original notification