



How to identify medically appropriate use of Stat, Urgent and Routine status

Scope: This document will serve as a guide in identifying medically appropriate use of Stat, Urgent and Routine status in a referral.

Procedure:

UM Contact information:

Facey Stat/Urgent phone #	818-837-5548
Facey UM Customer Service phone #	818-837-5660
Facey UM Central fax #	818-837-5712

Note: If there is an urgency for your request but does not necessarily meet the medical criteria below, please mark it routine and indicate on the Service Request Form your requested access timeframe and we will expedite the request.

**DEFINITIONS OF MEDICALLY
STAT / URGENT / ROUTINE / RETRO**

Type	Definition	MD action	TAT for UM decisions	Access time
STAT (now)	Care for a condition, which requires immediate attention. (i.e. delay of care could jeopardize the life or health of member, or subject to unmanageable pain.)	<p>Requesting MD calls UM STAT/URGENT line 818-837-5548 to get authorization.</p> <p>Nurse/MA sets up appointment.</p> <p>If necessary requesting MD calls Specialist to arrange patient visit.</p> <p>Service Request Form (SRF) to be completed and sent to UM (Fax 818-837-5712). Requests for Radiology, Pharmacy, DME, Home Health, Hospice cannot be processed unless SRF is received.</p>	4 hours	24 hours



Facey Medical Foundation
Utilization Management Procedure Notice
Effective 1 June 2011

Type	Definition	MD action	TAT for UM decisions	Access time
URGENT	Care for a condition which requires prompt attention when the enrollee's condition is such that the enrollee faces an imminent and serious threat to his or her health, including but not limited to, potential loss of life, limb, or other major bodily function, or the normal timeframe for the decision-making process would be detrimental to the enrollee's life or health or could jeopardize the enrollee's ability to regain maximum function. (i.e.: delay of care could jeopardize the life or health of member, or subject to unmanageable pain.)	<p>Requesting MD calls UM STAT/URGENT line 818-837-5548 to get authorization.</p> <p>Nurse/MA sets up appointment.</p> <p>If necessary requesting MD calls Specialist to arrange patient visit.</p> <p>Service Request Form (SRF) to be completed and sent to UM (Fax 818-837-5712). Requests for Radiology, Pharmacy, DME, Home Health, Hospice cannot be processed unless SRF is received.</p>	72 hours	96 hours
ROUTINE	Decision must be made in a timely fashion appropriate for the member's condition.	Complete Service Request Form (SRF) with all required information and notes and then send to UM (Fax 818-837-5712).	5 business days	15 business days
RETRO	Service has already been rendered.	Complete Service Request Form (SRF) with all required information, date of service and notes and then send to UM (Fax 818-837-5712).	30 calendar days	N/A