



Provider NewsFlash

December 2014

Criteria for “Urgent” Requests

Purpose of this communication

- Please be mindful when designating authorization requests as “urgent” on the CareCentrix portal.

What do I need to do?

Unless otherwise required by applicable law or accrediting body requirements, urgent or expedited care requests must meet the following definition:

- Any request for an authorization determination where the application of the time periods for making non-urgent care determination could:
 - Seriously jeopardize the life or health of the patient or the patient’s ability to regain maximum function, or
 - Subject the patient to severe pain that cannot be adequately managed without the care or treatment that is the subject of the request.

Authorization requests should be categorized as urgent based on the *circumstance of the patient*. It is extremely important to categorize requests appropriately so that truly urgent cases can be prioritized and processed in a timely fashion.

CareCentrix reserves the right to audit urgent authorizations for compliance with the above criteria. Non-adherence may result in corrective action.

Thank you in advance for your cooperation and continued partnership.

If you have any questions, please reach out to your Provider Operations contact for assistance.