



**ALAMANCE-CASWELL
LOCAL MANAGEMENT ENTITY**

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Norman M. Melton, Jr.
Chair, Area Board

MEMORANDUM

TO: Enrolled Providers

FROM: Alicia Graham, LPC
UM Manager

DATE: September 2, 2005

RE: Communication Bulletin # 2
Medical Necessity Non-Certification Protocol

Medical Necessity Non-Certification Policy and Procedure calls for a review by an MD, when a case appears to NOT meet medical necessity criteria (MNC). Effective September 6, 2005, we will begin utilizing a MD for these reviews.

When a Utilization Management Specialist feels that a case that they have reviewed does not meet MNC, a physician advisor (PA) will be contacted. He/She will contact the provider to discuss the case. Afterwards, he/she will call the Utilization Management Specialists back to inform them of the outcome.

If the PA issues a denial, the Utilization Management Specialist will follow-up with the treating provider and ensure that they are aware of the right to an appeal. At that time it will be also clarified with the provider any alternative level of care of service suggested by the PA.

A Written notification letter is then faxed to the provider who requested the service and to the consumer.