

Simplifying Utilization Review Requests



Overview

In order to process authorizations properly, there are several pieces of information and documentation generally needed. Submission of complete and accurate documents, permit the nurse and physician reviewers to provide a decision without delay. Ultimately this will reduce the number of calls and letters you receive requesting more information.

Documentation to support a timely review

General Requests

- A **complete history and physical**, including a review of systems, affected body part(s), past medical and surgical history, including operative report, medications, symptoms, objective & subjective findings, date of injury or surgery including specific levels, sites, left vs. right, all diagnoses relating to injury, and comorbidities.
- Past **specialty consult reports or second opinions**.
- Any and all **diagnostic test reports** relating to this issue or related issues.
- **Goals and treatment plans** preceding and future therapy visits and needs, surgery, diagnostic testing and psychological evaluations.
- Decrease or increase in **pain intensity or frequency**.

Therapy Requests

- Specific **number of sessions** being requested for PT, OT, Chiropractic, Acupuncture or Pain Management.
- For extension requests please submit all previous notes, treatment plans and their effectiveness, increase or decrease in strength, range of motion or functional capabilities, decrease in work restrictions, and decrease in pain medications.
- **Pain Management information** including epidural steroid injections, trigger point, facet injections, documentation of nerve compression, physical exam and other conservative medical management tried first. Document should include exact site, level, left vs. right, number of injection sites, previous injections and if subsequent pain relief was achieved.
- Decrease or increase in **pain intensity or frequency**.

Surgery Requests

- Exact site, level, left vs. right, date, and previous surgeries.
- **All medical office visits and notes** including therapy and chiropractic treatment.
- **Specific CPT and ICD-9 codes** for each request

Why?

- Coventry Workers' Comp Services wants to make the UR process as simple as possible for providers
- The more complete the documentation, the fewer phone calls that will be needed to process the request
- The RN or Physician reviewer can compare the request to the appropriate guidelines for an expedited decision

**More Information?
Call Our Offices.**

Office 1-800-353-1039

www.coventrywcs.com