

HEALTH SERVICES POLICY & PROCEDURE MANUAL

North Carolina Department Of Public Safety
Prison

SECTION: ADMINISTRATIVE

POLICY # AD III- 6

PAGE 1 of 1

SUBJECT : Pended Utilization Review Requests
(UR's)

EFFECTIVE DATE: September 2016
SUPERCEDES DATE: June 2006

PURPOSE

To insure that patients receive care, treatment and services in a timely manner, and to provide guidelines on how to manage pended UR's.

DEFINITIONS

Pended UR – Request is neither approved nor Deferred due to the need for additional information and is returned to the requester for that information.

POLICY

When UR requests are pended back to the facility for additional information, the facility (shall) obtain the information and respond within 24 business hours for emergent requests, 48 business hours for urgent requests, within 5 business days for rush requests and within 14 business days for routine requests. At no time should an UR go pended for more than 30 days except for court hearings and record retrieval.

PROCEDURE

1. All UR requests shall be entered into the Electronic Healthcare Record (EHR) and OPUS for processing and tracking.
2. The nurse manager or designee will check the OPUS HS10 screen and the EHR Consultation Requests screen each business day for any action taken on UR requests record the information in the patient's electronic healthcare record, and take action accordingly.
3. If the UR is pended for additional information, the nurse manager or designee will take the following actions:
 - a. Review medical record for information needed
 - b. Contact provider for additional information if needed to make response
 - c. Enter information from a. and/or b. in OPUS and the EHR
 - d. Fax any requested records to UR Department
 - e. Enter "pended back" action on HS15
4. If the UR is no longer needed, the screen will be cancelled in OPUS and addressed in the EHR by the nurse or designee.
5. UR requests for offenders who have been released will have the current location on the HS09 screen indicated with an "E". No action is required for these requests because the computer will automatically clear the screen.

Paula J. Smith, M.D.

9/22/2016

Paula Smith, M.D., Chief of Health Services

Date

SOR: Director of Nursing