

Access/Referral and Utilization Management

Access and Referral

Our number one priority is to offer members timely referrals to the appropriate level of care. Whether the member, primary care physician, or family member is calling for a routine, urgent or emergency referral, CHIPA Intake Specialists and professionally licensed Clinicians work efficiently to insure that each member receives the opportunity for an effective and positive treatment experience. To contact our intake department, call (800) 779-3825.

Access and Referral services include:

- 24 hour 7 day a week access for referrals
- Clinical Assessment conducted by licensed professional staff for all urgent/emergent referrals
- Culturally diverse staff
- All calls answered live through Automatic Call Distribution Center
- Prompt, warm transfer scheduling for all urgent and emergent referrals
- Coordination with facilities for admissions to higher levels of care
- All NCQA call standards for access are met on a consistent basis

Utilization Management

The Utilization Management Department is responsible for establishing and monitoring all clinical services provided by CHIPA. Through the UM Committee structure the CHIPA Medical Director, Vice-President of Clinical Service, Director of Intensive Services, and Director of Care Management monitor for compliance of all approved targets and standards including:

- Access & Referral
- Post Discharge Follow Up Appointments
- Denials and Appeals
- Continuity of Care Authorizations
- Primary Care Coordination
- Utilization Trends
- Case Management Review Timeliness

Case Management is one of the major activities of the Utilization Management Department. All case management services for ambulatory and inpatient services are provided by licensed staff, in accordance with approved clinical guidelines. Level of care and medical necessity criteria are part of the case management function while quality of care remains a primary focus. Case Management services include:

- Outpatient/Ambulatory Concurrent Review
- Continuity of Care
- Primary Care Coordination
- Inpatient Review
- Physician to Physician Review
- Intensive Case Management
- Identification of High Risk Populations
- Denials and Appeals
- Provider Education & Training