

New Utilization Review Vendor for Ohio Department of Medicaid November 29, 2018 Announcement

The Ohio Department of Medicaid (ODM) has a new hospital utilization review (UR) vendor. Effective December 1, 2018, HMS Permedion will assume responsibility for processing:

- Home Health prior authorizations,
- Behavioral Health prior authorizations for Medicaid fee-for service consumers not participating in a managed care plan,
- Hospital medical-surgical prior authorizations,
- Ambulatory Surgical Center (ASC) prior authorizations, and
- Inpatient psychiatric hospital pre-certifications.

Effective January 1, 2019 (pending Controlling Board approval) HMS Permedion will assume all utilization review duties for ODM, in addition to the services listed above, including:

- Hospital inpatient and outpatient retrospective reviews (Med-Surg and Psych),
- Focused clinical reviews,
- Quality reviews,
- Technical assistance, and
- Provider training.

HMS Permedion currently serves as Ohio Medicaid's Third-Party Liability contractor and performs in-patient psychiatric hospital pre-certifications/utilization reviews for ODM.

To facilitate the transition to the new vendor, all outstanding medical-surgical (only) hospital utilization reviews from the previous vendor, including medical record requests and claim denials for the period June 2018 through November 2018, have been voided/rescinded by ODM.

ODM/SURS will continue to process all second-level provider appeals for hospital retrospective reviews.

CONTACTS

For questions regarding this vendor transition, please contact:

1. ODM Provider Helpline: 1-800-686-1516,
2. Hospital Med-Surg Retrospective Reviews: Lowell Webb, RN, ODM-SURS Clinical Review Supervisor;
Email: Lowell.Webb@medicaid.ohio.gov; Phone: 614-752-5700,
3. ODM-SURS Hospital Appeals:
 - a. SURS Hospital Appeals - Provider Line: 1-866-841-0002
 - b. SURS Hospital Appeals - Fax Line: 1-614-644-2217
 - c. SURS Hospital Appeals - Fax by email: Bacs_fax@medicaid.ohio.gov

- d. SURS Mailing Address: Ohio Department of Medicaid, Surveillance and Utilization Review Section, PO Box 182582, Columbus OH, 43218-2582

4. HMS Permedion:

- a. Home Health Prior Authorization Submissions, Fax: 1-855-474-4306,
- b. Behavioral Health and Inpatient Psych Authorization Questions, Phone: 1-855-974-5393,
- c. Medical-Surgical Hospital and Home Health Prior Authorization Questions, Phone: 1-800-772-2179
- d. Email address for all provider contacts: ODMUR@HMS.com