

## ADVISORY NO. 253

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### **TOPIC:       ATTN: UTILIZATION REVIEW AGENTS               TDI REPORTING REQUIREMENTS**

Plan ahead now for reporting two categories of information to TDI, pursuant to the new utilization review rules. You are required to keep records of both adverse determinations and complaints, and to submit the information to TDI.

Adverse determinations are your denials of preauthorization. You will be required to submit an annual summary in three categories: By total numbers, by procedure codes, and by the party requesting review.

Complaints are not appeals of adverse determinations. Complaints are regarding the preauthorization process or perceived violations of the utilization review rules. There are two types of complaints, those directed to you and those directed to TDI.

If you receive a complaint, you must have a procedure established for dealing with it. You must respond in writing to the complainant within 30 days. You are to maintain the records of received complaints for three years.

If TDI receives a complaint about you, they will inform you. You will have 10 days from the date you receive the notice from TDI to respond in writing to them. They will investigate the complaint and determine what action to take, if any.

By March 1 of each year, beginning in 2000, you will be required to submit a summary report of the complaints received by category. Examples of types of complaints you may receive are the qualifications of your personnel or the nonpayment of bills.

TDI is currently developing the forms for reporting complaints and adverse determinations. Eventually, these forms will be electronic. TDI plans to mail the forms to all certified or registered utilization review agents.

If you have any questions concerning utilization review, call Erin Allen at 512/435-2181.