

Concurrent Review (CCR)



The Ambetter Medical Management Department will concurrently review the treatment and status of members who are admitted for inpatient treatment by engaging with hospital utilization and discharge planning department. When appropriate, the attending physician will also be contacted. An inpatient stay will be reviewed as indicated by the diagnosis and response to treatment of the member. The review will include an evaluation of the member's health status, the proposed plan of care, discharge planning, and any subsequent diagnostic testing or procedures.



Concurrent Review (CCR) process:

- The nurse completes a medical necessity review using InterQual guidelines with the available clinical information.



When a case meets medical necessity:

- The nurse completes determination and approval notification.



When a case does not meet medical necessity:

- The nurse sends the case to the Medical Director (MD) for final determination.
- Denial Notification are faxed to the Facility and Admitting Physician with Peer-to-Peer review (P2P) information.
- The provider can call to schedule a P2P review as soon they receive the denial. To schedule a P2P review, please call **1-833-456-8216, Option 4.**



Continue Stay reviews for denials:

- The nurse reviews any new clinical information received after the initial denial and completes a new review as appropriate using InterQual guidelines. This include any new diagnosis or any new or additional treatment(s).
- If the case meets medical necessity, the nurse will change the determination to approve and fax the approval notification to the facility.

All notifications are sent to the provider via the fax number that was submitted with the admission request.

(continued)



For Appeal requests:



Providers may submit an appeal request via fax (see below numbers) or through the secure provider portal.

The secure provider portal is the most expedient way to submit an appeal and to check the status of the appeal.



Provider Resources:

Fax numbers can be found in the health plan website under provider resources.

	 Website	 Fax
AL	ambetterofalabama.com	1-833-886-7956
TN	ambetteroftennesssee.com	1-833-886-7956
MS	ambetter.magnoliahealthplan.com	1-877-264-6519
GA	ambetter.pshpgeorgia.com	1-866-532-8855