

Carelon Behavioral Health UR Decision and Notification Time Frames

The time frames below present Carelon Behavioral Health's internal time frames for rendering a UM determination, and notifying members of such determination. All time frames begin at the time of Carelon Behavioral Health's receipt of the request. Please note: the maximum time frames may vary from those on the table below on a case-by- case basis in accordance with state, federal government or NCQA requirements that have been established for each line of business.

MEDICAID STAR and CHIP			
TYPE OF REQUEST	TYPE OF INFORMATION	URGENT/EXPEDITED	NON-URGENT/ STANDARD
Pre-Service	Decision Time	1 hour	24 hours
	Verbal Notification	1 hour	24 hours
	Written Notification	3 working day	3 working days
Concurrent	Decision Time	24 hours	24 hours
	Verbal Notification	24 hours	24 hours
	Written Notification	3 working days	3 working days
Post-Service	Decision Time	N/A	30 calendar days
	Verbal Notification	N/A	30 calendar days
	Written Notification	N/A	30 calendar days