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| As previously communicated, Utilization Management (UM) is one of the functions now operating in-house (formerly AGP) since January 1, 2024.  Denial Termination Reduction (DTR) Update 2-2-2024   * When DTRs are processed by UM, Care Coordinators will receive a faxed or emailed copy of the letter sent to the member and provider(s).   + The fax number provided by CCs on the DTR form is the fax number UM will use to fax a copy of the letter to the CC.   + This process replaces AGP’s practice of emailing Care Coordinators the date that Service Agreements should be ended in Bridgeview. * The letter Care Coordinators receives includes an “Effective Date of Action.” Important: Service Agreements should end 1 day prior to this date.     DTR Update 2-16-2024  **\*We are aware of CC’s not receiving DTR’s by fax. If you did not receive a DTR response or have any questions about DTR’s, securely email your Partner Relations Consultant with the details.\***  **How to find DTR letters in Helios:**   1. **Click on Admin.** 2. **Click on Utilization** 3. **In Client Name – enter Member Name or PMI** 4. **Click “Search”** 5. **Click on the view icon**      1. **Scroll down to Related Correspondence and choose to either view or download:**     **You will then be able to view the “Coverage Decision Letter” sent to the member, provider, and Care Coordinator:** |