|  |
| --- |
| 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:** |